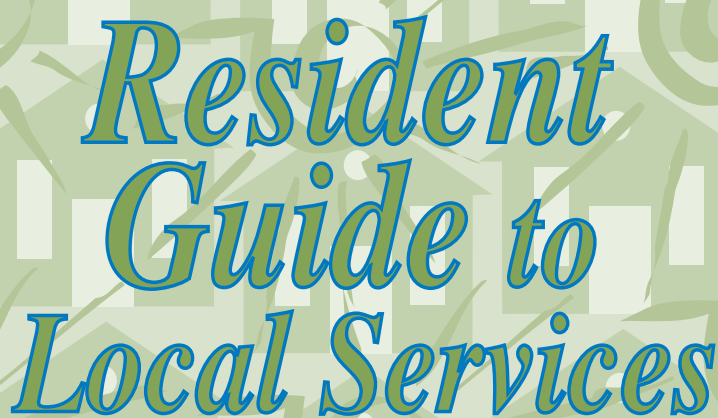


Delivering Excellence Every Day



Resident Guide to Local Services



MIAMI-DADE COUNTY
Sixth Edition
Updated Winter 2005

A Message from the Mayor

Dear Fellow Miami-Dade Countians,

The mission of Miami-Dade County is to provide excellent public services that address our community's needs and enhance our quality of life. In keeping with our mission, I am pleased to provide you with our Resident's Guide to Local Services, which describes the vast array of services available to all residents of Miami-Dade County.



This local guide to county services brings our government closer to you and puts our services at your fingertips, helping you cut through the red tape when calling for assistance. I am sure that you will find this guide very useful.

Sincerely,

Carlos Alvarez
Mayor

A Message from the Chairman

Dear Resident,

Miami-Dade County is one of the largest governments in this nation. Through our many agencies we provide a series of services and programs that make our county unique.

It is my pleasure to present our community with the latest updated version of the Resident's Guide to Local Services. This publication is an easy-to-use booklet that will help you understand the structure of Miami-Dade County through its brief summary of the services each agency provides, as well as their main contact numbers and locations. The guide also contains information on the municipalities within Miami-Dade County, and provides information on the state of Florida and its agencies, as well as the federal government.



The Resident's Guide is a publication of Team Metro, which is our frontline department in assisting our citizens with concerns and questions they may have about government services. We hope this guide is a useful tool for you. But the guide is just the start. Any questions regarding government services can be directed to the Miami-Dade Answer Center at (305) 468-5900, or by visiting our website at www.miamidade.gov.

Sincerely,

Joe A. Martinez
Chairman

A Message from the County Manager

Dear Residents,

At Miami-Dade County, we work for you. Our residents are our valued customers. It is our top priority to work to do what is in the public's best interest. As your County Manager, I firmly believe in government that is focused on efficiency, integrity and responsiveness. I believe in a government that has a clear vision based on the public's needs and expectations.



I am so pleased to bring you the very latest edition of Team Metro's Guide to Local Services. This booklet is meant to help you filter through and utilize all of the services we offer at Miami-Dade County. The employees who work for the County are among the best in the nation. As a team, we work to offer you, the residents of Miami-Dade County, the best services possible. Each day we serve you in a manner that we hope reflects our professionalism and commitment to public service.

This booklet should serve as just another way to make sure that every resident of Miami-Dade County continues to receive services that are meaningful, in a timely manner, by a friendly and receptive workforce.

Sincerely,

George M. Burgess
County Manager



About Team Metro

Team Metro is the county department established to improve public access to Miami-Dade County government. They are dedicated to helping citizens and neighborhoods benefit from the large number of county services offered in Miami-Dade County.

Bringing County government closer to the citizens it serves, Team Metro can be found at eight regional offices throughout the County, one main downtown office, and a Government on the Go (Bus). Each regional office provides direct assistance and outreach to citizens either by telephone or in person, while the downtown office houses administrative staff. The Government on the Go (Bus) travels throughout the county visiting senior centers, hospitals, schools, shopping malls and others, bringing direct assistance and outreach to all residents of Miami-Dade County.

Team Metro staff answer questions, cut through governmental red tape and help resolve neighborhood concerns. Code compliance experts can assist you in resolving everything from overgrown lots and illegal signs to graffiti and junk and trash removal. You can visit your neighborhood Team Metro office to purchase transit passes and tokens, bike/rail passes, dog licenses and baby stroller parking permits. Passport applications are also accepted at all Team Metro offices.

Team Metro's regional offices are your one-stop neighborhood county service centers. See the map on page vi or call our Miami-Dade Answer Center at (305) 468-5900 from 8 a.m. to 8 p.m. to find out which regional office serves you. You can also visit Team Metro on the worldwide web at www.miamidade.gov/teametro.

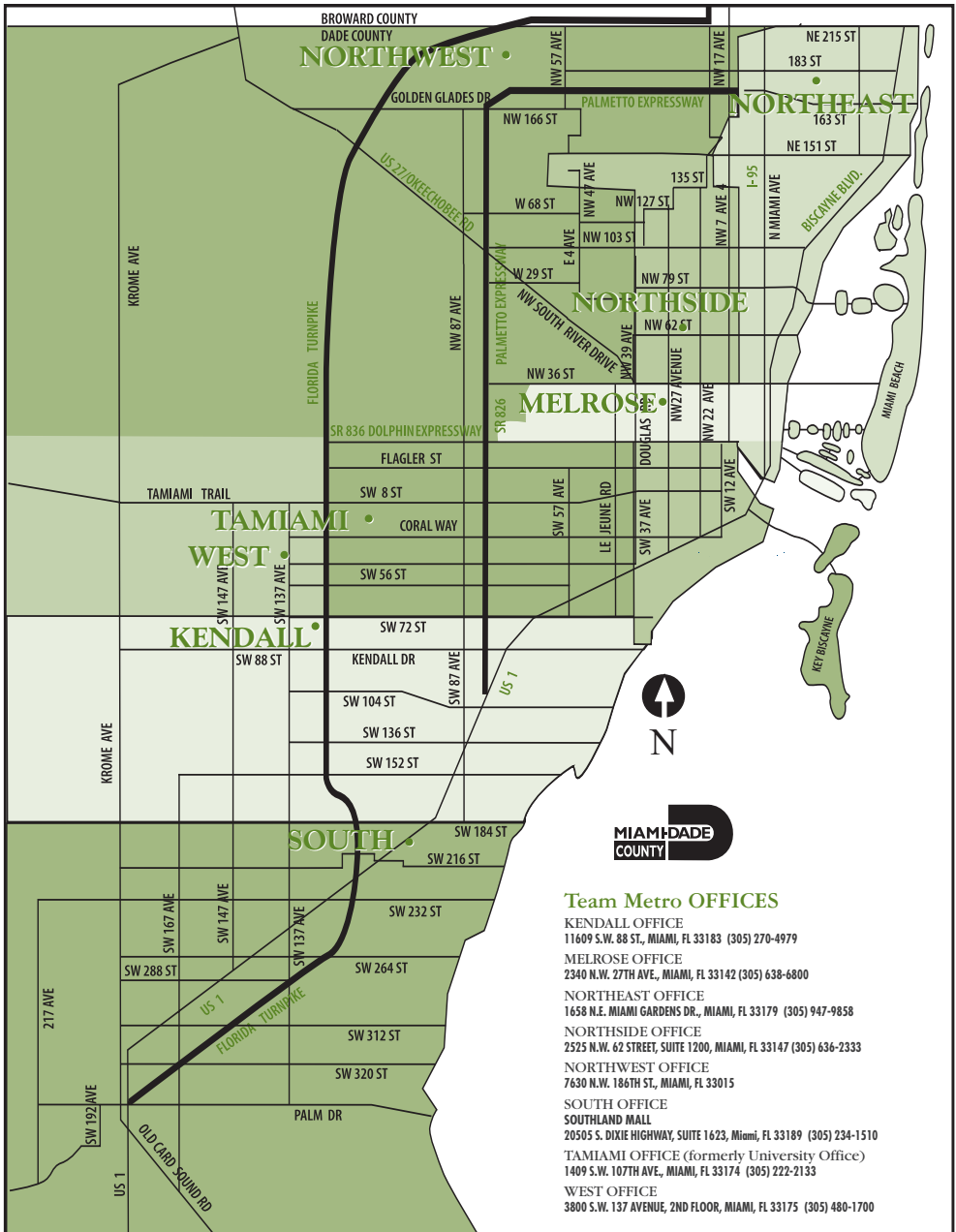


Introduction

Here in Miami-Dade County, we enjoy an almost endless supply of sunshine, unlimited arts and recreational opportunities and a multi-cultural flavor. But as in any large and growing metropolitan area, finding the right public or private agency for assistance can sometimes be a frustrating experience.

So to make life a little easier, Team Metro has created this guide to inform residents about the services provided by Miami-Dade County and other community organizations. It's an update of earlier editions, and the information was current at the time of publication. For up-to-date prices, call the appropriate department listed.

Team Metro Office Locations





Know your District



Call (305) 499-8683, if you need assistance in identifying your Commission District.

How to use this guide

As you'll soon see, this booklet provides a directory of services under simply stated headings to help you locate the assistance you need. The Table of Contents provides an alphabetical listing of topics. If you can't find what you're looking for, check the Index.

In many instances, telephone numbers and addresses listed are those of central offices; some are twenty-four hour voice response information lines and provide a number to call for personalized assistance at the end of the recorded message. For local listings of offices in your neighborhood not in this booklet, please consult your local telephone directory under the general section heading of "Miami-Dade, County of."

We've made every effort to ensure that the information in this booklet is accurate and we hope that it's helpful to you. Meanwhile, if you need further assistance, you can always call Miami-Dade Answer Center at (305) 468-5900 [TDD: (305) 468-5402] or the following Team Metro offices:

Kendall Office (305) 270-4979
11609 S.W. 88 St., Miami, FL 33183

Melrose Office (305) 638-6800
2340 N.W. 27th Ave., Miami, FL 33142

Northeast Office (305) 947-9858
1658 N.E. Miami Gardens Dr., Miami, FL 33179

Northside Office (305) 636-2333
2525 N.W. 62nd Street, Suite 1200, Miami, FL 33147

Northwest Office (305) 557-2171
7630 N.W. 186th Street, Miami, FL 33015

South Office (305) 234-1510
Southland Mall
20505 S. Dixie Highway, Suite 1623, Miami, FL 33189

Tamiami Office
(formerly University Office) (305) 222-2133
1409 S.W. 107th Ave., Miami, FL 33174

West Office (305) 480-1700
3800 S.W. 137 Avenue, 2nd Floor, Miami, FL 33175

You can also visit Team Metro on the worldwide web at www.miamidade.gov/teametro.

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Miami-Dade Government Services

Miami-Dade Answer Center

The Miami-Dade Answer Center serves as Miami-Dade County and the City of Miami's main information and referral hotline. In addition, it provides the public with an avenue for accessing local government and initiating service requests. Constituents can call (305) 468-5900 to receive personalized customer service in English, Spanish or Creole.

AIRPORTS

Miami-Dade County

Aviation Department(305) 876-7000

County Airport Information

Internet:www.miami-airport.com

Miami-Dade residents live under a busy sky. In addition to Miami International Airport (MIA), the County's Aviation Department operates five general aviation airports.

Miami International Airport provides the community with world class passenger and cargo service. Ranked first in the United States in international freight, MIA is the leader in passenger and cargo flights to Latin America and the Caribbean with additional nonstop service to Europe. MIA is served by more than 90 airlines and has more international flights than any other U.S. airport. In order to maintain its high service standards and to provide state-of-the-art passenger and cargo facilities, MIA is currently undergoing a \$4.8 billion construction and expansion program.

Miami International Airport

General information (including parking and paging)(305) 876-7000

Flight information(305) 876-7770

Miami International Airport Hotel.....(305) 871-4100

Tourist Police(305) 876-7373

General Aviation Center(305) 876-7550

Aircraft noise/environmental

land use (day)(305) 876-0569

(night)(305) 876-7333

Lost & Found(305) 876-7377

(for airline information, please contact airline directly)

General Aviation Airports:

Opa-Locka Airport.....(305) 869-1660

14300 NW 41st Avenue, Opa-Locka, FL 33054

A full range of services, including aircraft repair and maintenance, are offered at this facility.

Opa-Locka West Airport(305) 869-1660

This small training airport is located at US 27 and the Miami-Dade/Broward County Line.

Kendall-Tamiami

Executive Airport. (305) 869-1700

Weeks Air Museum(305) 233-5197

12800 S.W. 137th Avenue, Miami, FL 33186

This facility offers a full range of services, including aircraft charter, flight schools, catering and maintenance. It's also home to the Weeks Air Museum.

Homestead General Aviation Airport(305) 247-4883

28700 S.W. 217th Avenue, Miami, FL 33159

Situated approximately four miles northwest of the City of Homestead, this airport offers fueling and is a center for sports aviation.

Dade-Collier Training and

Transition Airport.....(305) 247-4883

This airport is located in western Miami-Dade County on US 41 (Tamiami Trail.) Advance permission is required for use.

ANIMAL SERVICES UNIT

Miami-Dade County

Police Department(305) 884-1101

Animal Services Unit

7401 N.W. 74th Street, Miami, FL 33166

Hours: Mon. - Fri. 7 a.m. - 7 p.m., Sat. & Sun. 7 a.m. - 5 p.m.

People and animals can live together in harmony. The Animal Services Unit makes sure of it. They enforce animal control laws throughout Miami-Dade County and will respond to your concerns about annual rabies vaccinations, licensing requirements, stray animals, cruelty cases, and dangerous dogs. You can also call them to remove small dead animals from public rights-of-way, or check the status of a citation.

The Miami-Dade County Animal Services Unit cares for impounded, surrendered and stray dogs, cats, and other domesticated animals offering them both shelter and limited medical assistance. If you would like to adopt or have lost a pet, this is the place to look. The Shelter also provides license tag administration, redemption of impounded animals, and humane animal treatment education.

Call 884-SPAY for information about spaying and neutering your dog either at the Shelter or at Mobile Animal Care (MAC) unit. This is a free service.

See Licenses - Dogs and Cats



Miami-Dade Government Services

ARTS & CULTURAL AFFAIRS

Miami-Dade County

Art in Public Places(305) 375-5362

111 N.W. 1st Street, Suite 610, Miami, FL 33128

Take a break and tour Miami-Dade's unique Museum Without Walls, the Art in Public Places collection. Art works by nationally and internationally recognized artists can be found throughout the County at such locations as transit stations, public libraries, fire stations, and Miami International Airport. Come, learn, and enjoy these unique art works and site specific installations that reflect and enrich your community.

To receive information on programs, self-guided tours, and opportunities for artists, please call (305) 375-5362 or visit our website at www.miamidade.gov/publicart.

Miami-Dade County

Department of Cultural Affairs ... (305) 375-4634

111 NW First Street, Suite 625, Miami, FL 33128

Website www.miamidadearts.org

E-mail: culture@miamidade.gov

Are you looking for entertaining and affordable arts activities for yourself or the entire family? Miami-Dade County's Department of Cultural Affairs publishes brochures and keeps its website, www.miamidadearts.org, current and full of great year-round activities available right here in your own backyard. Many of the events are free or generously discounted.

The Department operates "Culture Shock Miami," through which high school and college students ages 14-22 can purchase tickets to the best performances for \$5 or two admissions to area museums for \$5. Find out more by checking out www.cultureshockmiami.com. The Department's "Golden Ticket" program provides free admission to Miami-Dade County senior residents ages 62 and over to an array of cultural offerings.

The Department also provides financial support and technical assistance for cultural activities, organizations, individual artists and cultural facility improvements through its 15 competitive, matching grants programs. Please call or log on for additional information.

Historical Museum

of Southern Florida (305) 375-1492

Miami-Dade Cultural Plaza

101 West Flagler Street, Miami, Florida 33130

Website www.historical-museum.org

Experience 10,000 years of southern Florida and Caribbean history while strolling through the Historical

Museum of Southern Florida. Enjoy hands-on activities, family programming, multimedia presentations and changing exhibitions at one of the country's largest regional history museums. Visit the Research Center and museum gift shop. Explore the sights, sounds and culture of South Florida while enjoying the Historical Museum's walking, biking, coach and boat tours led by historian, Dr. Paul George.

Hours:

Monday through Saturday 10 a.m. - 5 p.m.;

Thurs. 10 a.m. - 9 p.m.; and Sun. noon - 5 p.m.

Fees:

Adults \$5

Children \$2

Sundays are contribution day

Miami Art Museum (305) 375-3000

101 W. Flagler Street, Miami, FL 33130

Website miamiartmuseum.org

The Miami Art Museum is at the very center of one of the world's most vibrant cities, bringing international art to life through world-class exhibits, programs and collecting. Miami's flagship art museum features international art of the 20th and 21st centuries. The museum is open Tuesday through Friday - 10 AM to 5 PM, third Thursday's until 8:30 PM, Saturday and Sunday - noon to 5 PM, and closed on Monday. Admission for MAM members, children under 12 and students (with valid ID) is free. Adults pay \$5 and seniors \$2.50. Admission is free every Sunday and second Saturdays.

Miami Museum of Science

& Planetarium (305) 646-4200

3280 S. Miami Avenue, Miami, FL 33129

Website www.miamisci.org

Founded in 1949, the Miami Museum of Science & Planetarium provides fun and educational interactive exhibits and programming. Acclaimed for its technology training of educators, youth programs, summer camp and highly visited website, the Museum continues to grow through its Planetarium programs; Wildlife Center, which is home to native animals and birds of prey; live shows and demonstrations; group tours; birthday parties; and special events.

Hours:

Open daily from 10 a.m.-6 p.m. except Thanksgiving and Christmas Days.

Admission:

Adults \$10; students (13-18) and senior citizens with ID \$8; children (3-12) \$6; and members and children under three years old free.

AUTO TAGS

Tax Collector Division

Miami-Dade County/Finance Department

Tax Collection Division –

Auto Tag Section(305) 375-5678

For more information visit our website at:

www.miamidade.gov

Office locations:

140 W. Flagler Street, Room 102, 1st Floor, Miami, FL 33130

South Dade Government Center . . .(305) 232-3830

10710 SW 211th Street (Cutler Ridge Blvd.), Room 104,
Miami, FL 33189

So you've decided to relocate, along with your beloved car or truck, to Florida. Our sunny state requires you to register your vehicle immediately upon employment, place children in public schools, or become a legal resident of the State. Each vehicle brought into the State may be subject to an initial registration fee of \$100 in addition to the title charge and annual license tag renewal fee. The fees for auto tags vary according to the size and weight of the vehicle. Call one of the County's two Auto Tag offices to find out about the fees. Proof of insurance is required. You can also renew your auto tag by logging on the County's website.

If you lived here awhile, you probably know that vehicle owners are required to renew their vehicle registration during the renewal period that is 90-days prior to the date of the owner's birthday. You should receive your notice in the mail prior to your renewal period. If you don't receive the paperwork, please contact our offices or visit our website at: www.miamidade.gov

For your convenience, the Tax Collector Public Service Office is open for business on the first floor of the 140 W. Flagler Street building with hours of operation from 8:00 a.m. through 5:00 p.m., Monday through Friday excluding holidays. The office collects Auto Tag, Hunting and Fishing License, and Stroller Permit Payments.

BOAT REGISTRATION

Tax Collector Division

Miami-Dade County/Finance Department

Tax Collection Division(305) 375-5678

TDD(305)372-6309

For more information visit our website at:

www.miamidade.gov

Office locations:

140 W. Flagler Street, Room 102, 1st Floor, Miami, FL 33130

South Dade Government(305) 232-3830

10710 SW 211th Street (Cutler Ridge Blvd.) Room 104

Miami, FL 33189

Ready to set sail? Remember this rule of the sea. From houseboat to dinghy, if your boat has a motor it must be registered. A valid out-of-state registration of any pleasure craft is recognized for up to 90 days in Florida. After that, Florida registration is required. Fees vary according to length of boat. Newcomers from out-of-state should bring their title and/or registration to one of our two office locations or go to a private auto tag agency. See "License Services," in the Yellow Pages (additional charges apply at private agencies).

For your convenience, the Tax Collector Public Service Office is open for business on the first floor of the 140 W. Flagler Street building with hours of operation from 8:00 a.m. through 5:00 p.m., Monday through Friday excluding holidays. The office collects Auto Tag, Occupational License, Hunting and Fishing License, and Stroller Permit Payments.

BUILDING CODE COMPLIANCE

Building Code Compliance Office . . .(305) 375-2901

140 W. Flagler Street, Suite 1603, Miami, FL 33130

Fax(305) 375-2908

Websitewww.miamidade.gov/buildingcode

E-mailbccom@miamidade.gov

With hurricanes looming and our population growing, building construction that meets the Florida Building Code is more than necessary in Miami-Dade County. It's a must. The Building Code Compliance Office (BCCO) was created as an independent entity to oversee the uniform enforcement of the Florida Building Code and to provide guidance on Code-related issues to the County and its municipalities.

The BCCO conducts research to improve construction standards, trains and certifies building personnel, provides technical support, resolves citizen complaints and enforces the Florida Building Code requirements. The office prepares ordinances amending the Building Code and educates the public and the construction community about the Code, the danger of Code violations, hurricane safety and other construction issues.

They also review and process applications of all construction products and assemblies that require Miami-Dade County Product Control Approval and provides recommendations on products and assemblies to the County's Board of Rules and Appeal.

The Building Code Compliance Office examines and licenses construction contractors, handles violations of

Miami-Dade Government Services

Chapter 10 and addresses complaints against County licensed and unlicensed contractors.

CABLE TELEVISION

Miami-Dade TV(305) 375-2836

Miami-Dade County Communications Department

111 N.W. 1st Street, 25th Floor, Miami, FL 33128

Tune in to Miami-Dade TV and watch Miami-Dade in action. MDTV is the County's government access television station and it's available on all Miami-Dade County cable systems. It carries County Commission meetings and important public hearings live, as well as a wide variety of public affairs programming. Consult Miami-Dade TV in The Miami Herald television listings in the daily Living/Arts section for specific program details and times.

Cable Television Access

Project (Cable TAP)(305) 237-1764

Miami-Dade College-North Campus

School of Entertainment and Design Technology

Building 2-M33, 11380 N.W. 27th Ave., Miami, FL 33167

Websitewww.cabletap.com

E-mailinfo@cabletap.org

Lights! Camera! Action! Imagine yourself in a television studio producing shows, free of charge, for your local non-profit organization. Thanks to Cable Tap, a project funded by Miami-Dade County, you can. Your taped programs will air throughout Miami-Dade County on the cable television community channel, which is carried on each cable television system.

To file a complaint about your cable television service, or if you do not know who provides cable television in your area, see CONSUMER SERVICES on page 6.

CODE ENFORCEMENT

Team Metro Code Compliance

You can lend a hand in maintaining your neighborhood and community's quality of life. Just contact your neighborhood Team Metro office (see page 28) or call Miami-Dade Answer Center to report eyesores and code violations such as graffiti; overgrown lots; abandoned or junk vehicles; illegal signs; junk, trash and debris; illegal objects in the right-of-way; illegally parked commercial vehicles, boats, trailers and mobile homes; illegal efficiencies; and residential zoning violations. You can now also call Team Metro to file complaints concerning business properties, commercial uses on agricultural zoned properties and industrial properties throughout unincorporated Miami-Dade County. Our Neighborhood Compliance Officers will help ensure that violations are corrected promptly.

Minimum Housing Unit(305) 638-6800

2340 N.W. 27th Avenue, Miami, FL 33142

This unit handles complaints initiated by tenants of occupied houses or apartment buildings of less than five units against landlords for not maintaining housing standards. Call them to file a complaint or obtain information.

Miami-Dade County Building Department

Unsafe Structures Unit(786) 315-2424

Miami-Dade County Permitting and Inspection Center

11805 S.W. 26th Street (Coral Way), Miami, FL 33175-2474

Contact this unit regarding open, vacant and abandoned structures (residential or commercial). You can call this unit to report an unsafe structure or to obtain information.

Miami-Dade County Building Code Compliance Office (BCCO)

Contractor Licensing and Enforcement

Section(305) 375-2527

140 W. Flagler Street, Suite 1603, Miami, FL 33130

Contact this section of BCCO to obtain information concerning Certificates of Competency, licensing, contractor certification, or to determine if a contractor has a license. Also, call to file a complaint about County licensed or unlicensed contractors.

See Licenses - Certificate of Competency.

Miami-Dade County Department of Solid Waste

Management(305) 514-6666

2525 NW 62 Street, Miami, FL 33147

Residential-Commercial Code Enforcement

The Department of Solid Waste Management utilizes a special unit of Code Enforcement Officers in residential and commercial areas to ensure proper waste disposal. The unit also helps residents and businesses better understand how to use available waste services. For help with residential and commercial solid waste code enforcement issues, call (305) 514-6700.

Illegal Dumping Prevention

Illegal dumping is a crime punishable by up to a \$5,000 fine and jail time. County departments work in partnership with Crimestoppers in the fight against illegal dumping. If you see someone dumping waste in an unauthorized site, call Crimestoppers at (305) 471-TIPS — (305) 471-8477. You could receive a Crimestoppers Reward.

COMMUNITY COUNCILS

Miami-Dade County Department of Planning and Zoning

(DPZ) (Zoning Related)(305) 375-2800

.....or (305) 375-2842

Team Metro

(Non-Zoning Related)(305) 375-1661

If you live in unincorporated Miami-Dade County and you'd like to help make decisions about issues affecting your neighborhood, become an active participant of your area's Community Council.

Councils meet approximately once a month between 6 p.m. to 7 p.m. to discuss zoning matters, with every other month dedicated to non-zoning meetings. (See Zoning - Zoning Hearing Section) All non-zoning meetings are advertised in the "Neighbors" section of The Miami Herald at least 10 days in advance, and all zoning meetings at least 25 days in advance.

In addition to making zoning decisions, Community Councils serve as liaisons between the communities they serve and the County. They consider and make recommendations on issues concerning their areas such as fire and police, proposed Miami-Dade County facilities, unincorporated area budget matters, code enforcement, long-term future land use plans, developments of regional impact and County public facilities such as parks and libraries.

Each Council serves one of 10 separate geographic areas and is made up of six members elected by community residents and one member appointed by the Miami-Dade County Commission. All members must reside in the Council area they serve.

For information on Community Council meetings and members for your area, call Team Metro at (305) 375-1661. Individuals desiring information about Community Council Zoning Meetings should call DPZ at (305) 375-2800, or visit the Department of Planning and Zoning website; www.miamidade.gov/planzone

COMMUNITY RELATIONS

Office of Community Relations, Miami-Dade

Office of the County Manager ... (305) 375-5730

111 N.W. 1st Street, 6th Floor, Miami, FL 33128

Community Relations Board (305) 375-5730

The Community Relations Board directs programs and projects oriented toward fostering mutual understanding, tolerance and respect among all groups, and serves as a mediator in disputes involving community relations.

Hispanic Affairs Advisory Board ... (305) 375-2104

Black Affairs Advisory Board (305) 375-4606

Asian American Advisory Board ... (305) 375-1570

Commission for the Status of Women ... (305) 375-4967

The Hispanic Affairs, Black Affairs and Asian American Advisory Boards, as well as the Commission for

the Status of Women, act as liaisons between Miami-Dade County government and the populations they represent. Each works to foster greater understanding and to establish projects and programs better serving the needs of each designated group.

COMPLAINT RESOLUTION

Miami-Dade Independent

Review Panel (305) 375-4880

140 West Flagler Street, Suite 1101, Miami, FL 33130

Fax (305) 375-4879

E-Mail irp@miamidade.gov

The Independent Review Panel (IRP) is the place to call if you have a serious complaint of wrongdoing by a County police officer or any other County employee. The IRP engages in external fact-finding and dispute resolution. The Panel gives priority to complaints that are likely to result in corrective action that may significantly improve service to the public.

COMPUTER ACCESS INFORMATION

Enterprise Technology

Services Department (305) 596-8148

5680 S.W. 87th Avenue, Miami, FL 33173

Where can you turn for county information, the latest weather report or the scoop on local sports and entertainment? Try Miami-Dade County's home on the Internet. It's your chance to connect with the County without picking up a phone or leaving your home or office.

You'll find useful links to Miami-Dade County departments, schools, local and state government sites, *The Miami Herald*, and more.

Don't have a computer? No problem. Just visit one of the County's public libraries for free Internet access.

Miami-Dade, in accordance with the State of Florida Records Law, also offers remote computer access to non-sensitive information located in the county's databases. The costs are classified as "reasonable cost recovery". A customer may have access to our inquiry system upon payment of a one time installation and membership fee of \$125 and a minimum of \$52 monthly charge plus 208 minutes of service or \$.25 a minute connect time, whichever is greater.

Miami-Dade County

Website www.miamidade.gov

Miami-Dade Government Services

CONSUMER SERVICES

Miami-Dade County Consumer

Services Department (305) 375-1250

140 West Flagler Street, 9th Floor, Miami, FL 33130

Consumer Mediation Center (305) 375-3677

Fax (305) 375-4120

E-Mail consumer@miamidade.gov

Website www.miamidade.gov/csd

This Department has the interest of Miami-Dade County consumers always in mind through business regulations and licensing, educational programs, complaint mediation, and consultation. The Consumer Mediation Center is the central number for all consumer-related complaints and information. This is the place to call for all your consumer concerns.

The Consumer Services Department's regulations and services apply in the incorporated and unincorporated areas.

The department provides speakers on a variety of topics, including identity theft, general consumer education and other consumer concerns.

Consumer Protection Division

140 West Flagler Street, Room 902, Miami, FL 33130

Consumer Mediation Center . . . (305) 375-3677

Business Licensing (305) 375-4222

The Division licenses and regulates the business practices of title loan lenders, vehicle immobilization (booters), towing businesses, motor vehicle repair shops and mechanics, water remetering, moving businesses, locksmith businesses and locksmiths, and cable companies. It also registers local telecommunications service providers.

The Division makes sure that citizens receive rights provided by our business regulations and consumer protection laws. Inspectors conduct investigations and inspections, identify violations, and mediate consumer complaints. The Division also enforces consumer-related laws under Miami-Dade's Uniform Trade Standards Law; weights and measures for consumer commodities; packaging and labeling of food products; the sale of Kosher food products; rental car business requirements; gasoline price signage; deceptive and misleading advertising; misrepresentation of goods, services and prices; cash register price displays; check cashing establishment price signage; dry cleaning complaints; price gender discrimination; non-discrimination in tipping; price gouging during a state of emergency; alcohol warning signs; and the availability of baby diaper changing accommodations in certain new facilities. The Division also enforces maximum rates for non-consent tows. The division also oversees a

contract for production of community cable access television. See listing under CABLE TELEVISION.

The Consumer Mediation Center receives all consumer complaints and inquiries, including providing information about which cable company services a neighborhood, and provides general consumer information and advice.

Cooperative Extension (305) 248-3311

(Toll free from north Miami-Dade) . (305) 251-2818

18710 SW 288th Street, Homestead, FL 33030

Agriculture &

Home Horticulture (305) 248-3311

Aquaculture (305) 248-3311

Expanded Food and Nutrition Education

Program (305) 888-5010

Family and Consumer Sciences . . (305) 888-5010

300 East 1st Avenue, Hialeah, FL 33010

4-H Youth Program (305) 592-8044

Miami International Mall, 1455 N.W. 107th Avenue

Suite 786, Miami, FL 33172

Sea Grant Extension (305) 361-4017

4600 Rickenbacker Causeway, Miami, FL 33149

Folks at the Cooperative Extension are experts at the practical nature of science. These professionals share their knowledge by educating the public about commercial agriculture, horticulture, home gardening, marine sciences, aquaculture, energy management, family and consumer concerns, home economics, food handling and safety, and nutrition. Young people can become involved by joining 4-H clubs and anyone can call to obtain written information, participate in group education meetings, or schedule private consultations with Extension agents.

Passenger Transportation

Regulatory Division (305) 375-2460

140 West Flagler Street, Room 904, Miami, FL 33130

Fax (305) 372-6321

Business Licensing (305) 375-2460

For-Hire Vehicle Inspection Station (305) 638-6051

2615 NW 10th Avenue, Miami, FL 33127

Fax (305) 638-6097

Ambulance Regulation (305) 375-2460

140 West Flagler Street, Room 904, Miami, FL 33130

This Division regulates for-hire vehicles in Miami-Dade County. It licenses and inspects all taxis, limousines, passenger motor carriers (including jitneys), non-emergency medical vehicles and special transportation service vehicles, and inspects private school buses. It also licenses the chauffeurs for these vehicles and conducts chauffeur training. The Division also regulates emergency ambulance ser-

vices provided by private companies and public agencies. Call the Consumer Mediation Center at (305) 375-3677 if you have complaints or compliments about for-hire service or ambulance service. For taxi and other for-hire services, please have the driver's name and chauffeur registration number, company name, and vehicle number available. For ambulance service, please have the company or agency name and the date of transport.

CORRECTIONS & REHABILITATION

Miami-Dade Corrections & Rehabilitation Department (CRD)

The Miami-Dade Corrections & Rehabilitation Department provides care, custody, and control of inmates incarcerated in the seven Miami-Dade County facilities. For information regarding inmate charges, bond/release status and visiting hours, call or visit the facility as listed below. Individuals can also obtain information regarding employment opportunities, department employees, tours, and speaking engagements by calling the appropriate number given. For more information regarding the Miami-Dade Corrections and Rehabilitation Department, visit us on-line at www.miamidade.gov/corrections.

Boot Camp(305) 639-3181

6950 NW 41st Street, Miami, FL 33166

Metro West Detention Center(786) 263-5299

13850 NW 41st Street, Miami, FL 33178

North Dade Community

Corrections Center(786) 413-3550

15801 State Road 9, Miami, FL 33169

Pre-Trial Detention Center

(Main Jail)(786) 263-4100

1321 NW 13th Street, Miami, FL 33125

Training and Treatment Center(305) 470-2850

6950 NW 41st Street, Miami, FL 33166

Turner Guilford Knight

Correction Center(305) 470-7600

7000 NW 41st Street, Miami, FL 33166

Women's Detention Center(786) 263-4611

1401 NW 7th Avenue, Miami, FL 33136

Information Regarding Employment Opportunities:

Corrections and Rehabilitation's

Personnel Bureau(786) 263-6000

Information Regarding Tours and Speaking Engagements:

Public Affairs Unit(786) 263-6100

Concerns Regarding CRD Employees

Internal Affairs Bureau(305) 463-4040

COUNTY BIDDING & CONTRACTING

Miami-Dade County Department of Procurement

Management (DPM) (305) 375-5773

111 NW 1 Street, Suite 1300, Miami, Florida 33128

Website www.miamidade.gov/dpm

For one-on-one service to help you get started in doing business with Miami-Dade County, get to know the Department of Procurement Management (DPM). DPM is responsible for purchasing goods and services on behalf of Miami-Dade County and for enrolling and registering firms interested in becoming County vendors. When goods and services are requested by County departments, DPM solicits bids and proposals from enrolled and registered vendors to provide those commodities and services.

By visiting their website, www.miamidade.gov/dpm, individuals can obtain a variety of information. Interested parties can enroll as a vendor or make changes to vendor enrollment, which then enables them to receive notification of solicitation opportunities via email. Business Entity Registration applications can be downloaded to become a registered vendor - all vendors must be registered in order to be awarded a contract. Bid and Request for Proposal (RFP) can be downloaded and the list of vendors who have requested a solicitation can be viewed. Other features available on their website are viewing award recommendations for contracts between \$25,000 and \$100,000; getting advance notice of future solicitations; searching and identifying active contracts; getting answers to frequently asked questions, and requesting a speaker from DPM.

For personal assistance, visit the DPM Vendor Assistance Unit (VAU). There you may submit a vendor application to become a registered vendor, as well as obtain solicitation packages for Invitations to Bid (ITB), RFP and Architectural and Engineering (A&E) projects for a nominal fee; those items can also be obtained on the web at no cost.

Government Surplus Sales (305) 556-8106

980 W. 84th Street, Hialeah, FL 33014

But you didn't know you could shop at Miami-Dade County. Take a break from your favorite retail hot spots and check out the County Store, the county's very own surplus warehouse store outlet. You'll find individually priced office furniture and equipment, and police impounded property including bicycles, cameras, car stereos, and more. To receive advance notice about these sales, call (305) 597-0919 and ask to be placed on the mailing list.

Miami-Dade Government Services

Department of

Business Development(305) 375-3111

111 N.W. 1 Street, 19th Floor, Miami, Florida 33128

The Department of Business Development (DBD) is responsible for implementing and administering a number of programs specifically geared towards assisting small businesses in becoming viable enterprises through participation in the County's procurement process. The certification process is the starting point for participation in Miami-Dade County's small business programs. DBD's Certification Unit processes all applications for certification in the Community Small Business Enterprise (CSBE) Program for construction services; the Community Business Enterprise (CBE) Program for architectural and engineering services; and the Disadvantaged Business Enterprise (DBE) Program for federally funded projects. In addition, DBD provides management and technical assistance to small construction firms including bonding, financial assistance and a Mentor-Protégé Program that seeks to pair emerging certified CBEs (Protégés) with similar more experienced and successful firms (Mentors).

COUNTY OFFICIALS & BOARDS

Mayor Carlos Alvarez

Office of the Mayor(305) 375-5071

111 N.W. 1st St., 29th Floor, Miami, FL 3312 • Fx 375-3618

Commissioners*

Barbara J. Jordan- District 1 ... (305) 375-5694

Dorrian D. Rolle - District 2(305) 375-4833

Dr. Barbara Carey-Shuler -

District 3(305) 375-5393

Sally A. Heyman -District 4 ..(305) 375-5128

Bruno A. Barreiro - District 5 ... (305) 375-5924

Rebeca Sosa - District 6(305) 375-5696

Carlos A. Gimenez - District 7 ..(305) 375-5680

Katy Sorenson - District 8 ... (305) 375-5218

Dennis C. Moss - District 9 ..(305) 375-4832

Sen. Javier D. Souto - District 10 (305) 375-4835

Joe A. Martinez - District 11 . (305) 375-5511

Jose "Pepe" Diaz - District 12 (305) 375-4343

Natacha Seijas - District 13(305) 375-4831

Address for Commissioners:

111 N.W. 1st Street, Miami, FL 33128

(2nd Floor, Districts 1 - 8) (3rd Floor, Districts 9 - 13)

*See page 45 of this guide for commissioner's district office locations.

County Manager(305) 375-5311

111 N.W. 1st Street, 29th Floor, Miami, FL 33128

Clerk of Courts

Harvey Ruvin(305) 275-1155

73 W. Flagler Street, Room 135, Miami FL 33130

Participation in Government Proceedings:

Miami-Dade is your government so get involved. If you want to speak at a public hearing, register at the Clerk of the Board's office at least 15 minutes prior to a meeting. If you are speaking on behalf of a company or person by which you are compensated, you must also pay a \$490 fee. Call the Clerk's office at (305) 375-5126 for information about public hearings, to find out when the Commission meets, or to register as a lobbyist.

If you would like to be placed on a Commission meeting agenda, send a written request to the Agenda Coordinator's office or to your county commissioner. Call the Agenda Coordinator's office at (305) 375-2035 for more information.

For access to public records, contact the Miami-Dade Communications Department at (305) 375-2836.

Agenda Coordinator(305) 375-2035

111 N.W. 1st Street, 17th Floor, Miami, FL 33128

County Boards Clerk of the Board(305) 375-5126

111 N.W. 1st Street, 17th Floor, Miami, FL 33128

County Boards provide another opportunity for residents, businesses and organizations to get involved in the issues that affect our community. A variety of independent public/private advisory boards conduct research, develop new programs and make funding and other recommendations to the Board of County Commissioners on health, public safety, social services, transportation and many other topics of concern. In most cases, community representatives are appointed by individual County Commissioners. Call the Clerk of the Board for an updated list of county boards or to find out a contact person for a particular board.

COURTS

Administration

Administrative Office of

the Courts(305) 349-7546

Dade County Courthouse

73 W. Flagler Street, Miami, FL 33130

Court Administrator(305) 349-7000

Americans with Disabilities Act (ADA)

Voice(305) 349-7175

TDD(305) 349-7174

Civil Operations(305) 349-7169
Divorce Information(305) 349-7800
Law Library(305) 349-7548
Mediation/Arbitration(305) 349-7328
Lawson E. Thomas

Courthouse Center(305) 349-5632
175 NW 1 Avenue, Miami, FL 33128

Certified Process Services(305) 349-7369
Family Operations(305) 349-5934
Family Court Services(305) 349-5508
General Masters(305) 349-6200

Richard E. Gerstein Justice Building
1351 NW 12 Street, Miami, FL 33125

Criminal Operations(305) 548-5632
Law Library(305) 548-5359
Mental Health Administrator ... (305) 548-5595
Traffic Operations(305) 548-5333
Juvenile Justice Center

3300 NW 27 Avenue, Miami, FL 33142

Juvenile Operations(305) 638-6102
Guardian Ad Litem(305) 638-6861

Clerk of Courts

Miami-Dade Clerk's Office

Voice Response System (305) 275-1155

Civil and Circuit Courts

Dade County Courthouse

73 W. Flagler Street, Miami, FL 33130

Caleb Center

5400 N.W. 22nd Avenue, Miami, FL 33142

Coral Gables District Court

3100 Ponce de Leon Blvd., Coral Gables, FL 33134

Cutler Ridge District Court

10710 S.W. 211th Street, Miami, FL 33189

Datran Sub-Office (No Court Facilities)

9100 S. Dadeland Blvd., Suite 100, Miami, FL 33156

Homestead District Court

77 N.E. 1st Road, Homestead, FL 33030

Jury Pool (Civil)(305) 349-7200

Dade County Courthouse

73 West Flagler Street, Room 200

Juvenile Justice Center (305) 637-4500

3300 N.W. 27th Avenue, Room 1000, Miami, FL 33142

Miami Beach District Court

1130 Washington Avenue, Room 224, Miami, FL 33139

North Dade Justice Center

15555 Biscayne Boulevard, Room 100, Miami, FL 33160

Sweetwater Branch

500 S.W. 109th Avenue, Sweetwater, FL 33174

Criminal Court

Richard E. Gerstein Justice Building

1351 N.W. 12th Street, Room 702, Miami, FL 33125

Jury Pool (Criminal)(305) 548-5588

Richard E. Gerstein Justice Building

1351 N.W. 12th Street, Room 700, Miami, FL 33125

Traffic Court

Richard E. Gerstein Justice Building (305) 275-1111

1351 N.W. 12th Street, Room 124, Miami, FL 33125

Child Support (305) 275-1122

370 S.E. 1st Street, Room 200, Miami, FL 33131

Code Enforcement (305) 375-2333

111 N.W. 1st Street, 17th Floor, Miami, FL 33128

County Recorder (305) 275-1155

22 N.W. 1st Street, Courthouse East Building

Recording 1st Floor—Micrographics/

Recorded Documents 2nd Floor

Domestic Violence Hotline(305) 349-5888

175 N.W. 1st Avenue, Room M, Miami, FL 33021

Family/Probate (305) 275-1155

73 W. Flagler Street, Room 234, Miami, FL 33130

Jury/Witness Payment (305) 375-2040

140 W. Flagler Street, Room 1502, Miami, FL 33130

Record Center (305) 593-1352

9350 N.W. 12th Street, Miami, FL 33172

Value Adjustment Board (305) 375-5641

111 N.W. 1st Street, Suite 1720, Miami, FL 33128

DISASTER PREPAREDNESS

Miami-Dade Office of

Emergency Management (OEM) 305-468-5400

9300 NW 41st St., Miami, FL 33178

Preparedness Information

(Answer Center) 305-468-5900

Emergency Evacuation

Assistance Program 305-468-5900

Citizen Corps

(including CERT) 305-468-5445

TDD 305-468-5402

Website www.miamidade.gov/oem

Miami-Dade County confronts a number of potential emergencies and disasters, such as hurricanes, tornadoes, floods, brushfires, acts of terrorism, exposure to hazardous materials, major transportation accidents, civil unrest, and more. The Office of Emergency Management (OEM) seeks to lessen the impact of disasters in our county by meeting the needs of our community through plan-

Miami-Dade Government Services

ning and coordination of information and resources, thereby building a more disaster resilient community. OEM is responsible for the development and coordination of mitigation, preparedness, response, and recovery initiatives in Miami-Dade County, during emergency events, as well as on a daily basis.

When disaster strikes our community, the OEM activates the Emergency Operations Center (EOC), which is the central coordination point for a multi-agency response. County departments, municipalities, non-governmental organizations, private enterprises, state, and federal agencies are all represented. The EOC serves as a venue that allows for the development of one overall action plan, substantially reduces duplication of efforts, and facilitates communications.

Throughout the year, the OEM coordinates several programs that benefit the residents of Miami-Dade County. When an evacuation order is given, if you or someone you know cannot evacuate independently in a timely manner due to a special need, you may be interested in the Emergency Evacuation Assistance Program. If you think you qualify, it is essential that you submit your application as soon as possible and do not wait until a disaster is imminent. Citizen Corps focuses on public education, training, and volunteer opportunities to increase emergency preparedness and homeland security at the community level. It consists of four individual programs, one of which is the very successful Community Emergency Response Team, or CERT, which offers basic disaster training to members of the community to increase survivability after a disaster. OEM also provides community education materials and speakers to increase your personal emergency preparedness, preparedness of your home, and preparedness of your business. For additional information about any of these programs, please call the appropriate number listed above or access our website.

EMPLOYMENT & TRAINING

Miami-Dade County

Employee Relations Department ... (305) 375-5725

Center for Employment Application

140 W. Flagler Street, Suite 105, Miami, FL 33130

Mon. - Fri., 8:30 a.m. to 4 p.m. except holidays.

Job Information Hotline (recording) ... (305) 375-JOBS

TDD/TTY(305) 375-5645

Websitewww.miamidade.gov/jobs

Equal Employment

Equal Opportunity Board, Miami-Dade Department

of Human Services (305) 514-6000

MLK Office Plaza

2525 N.W. 62nd Street, 4th Floor, Miami, FL 33147

This Board administers Chapter 11A of the Miami-Dade County Code that prohibits discrimination in employment as well as housing, public accommodations and credit and financing practices. They also investigate complaints alleging violations of the Code's Family Leave provision.

The South Florida Workforce(305) 594-7615

7300 Corporate Center Drive, Suite 500, Miami, FL 33126

Fax(305) 593-5632

TTY/TTD(305) 470-5529

Websitewww.southfloridaworkforce.com

The South Florida Workforce connects human resource managers with qualified workers through a network of One-Stop Career Centers, Youth Opportunity Centers and other locations. Centers provide job search assistance for all career levels, information on training opportunities, and employment assistance for dislocated workers, adults, youth, individuals with disabilities, veterans, persons transitioning from welfare to work and refugees. Employer services include employee recruiting and screening, career advancement programs for existing staff, and facilitating business incentives. Centers provide services at no cost to employers or job seekers. For a One-Stop Career Center near you, call 1(877) 872-JOBS, or for more information call the South Florida Workforce at (305) 594-7615. The South Florida Workforce offers equal opportunity programs. Auxiliary aids and services are available upon request to individuals with disabilities.

ONE STOP CAREER CENTER LOCATIONS

CAROL CITY One Stop Career Center ... (305) 620-8012

Fax (305) 620-9813

Operated by The Training Institute (TTI)

4690 NW 183 rd Street

Carol City, FL 33055

Center Director: Daryl Rosenbaum

HIALEAH DOWNTOWN One Stop Career Center

.....(305) 883-6925

Fax:(305) 883-6910

Operated by Hialeah Adult & Youth Employment Services

240 East 1st Avenue, Suite 208

Hialeah, FL 33010

Center Director: Delia Milian

HIALEAH GARDENS One Stop Career Center

.....(305) 826-4011

Fax:(305) 826-8022

Operated by The Training Institute (TTI)

2750 West 68th Street, Suite 232

Hialeah, FL 33016

Center Director: Maria V. Delgado

HOMESTEAD One Stop Career Center

.....(305) 242-5373

Fax:(305) 242-2437

Operated by The Training Institute (TTI)

140 N.E. 8th Street

Homestead, FL 33030

Center Director: Lilian Ventura

LITTLE HAVANA One Stop Career Center

.....(305) 643-3300

Fax:(305) 643-7240

Operated by Youth Co-Op, Inc.

701 S.W. 27th Avenue

Miami, FL 33135

Center Director: Teresa Cruz

MIAMI BEACH One Stop Career Center

.....(305) 532-5350

Fax:(305) 532-9307

Operated by Miami Beach

Community Development Corporation

833 6th Street

Miami Beach, FL 33139

Center Director: Mirizza Menendez

MIAMI DOWNTOWN One Stop Career Center

.....(305) 573-7301

Fax:(305) 573-4916

Operated by SER Jobs

3050 Biscayne Blvd., 4th Floor

Miami, FL 33137

Center Director: William Brinson

NORTH MIAMI BEACH One Stop Career Center

.....(305) 654-7175

Fax:(305) 654-7188

Operated by SER Jobs for Progress

633 NE 167th Street, Suite 200

North Miami Beach, FL 33162

Center Director: Miriam Zeno

NORTH MIAMI BEACH Annex

.....(305) 493-8400

Fax:(305) 493-8419

18301 North Miami Avenue

Miami, FL 33169

Center Supervisor: Contessa Bryan

NORTHSIDE One Stop Career Center

.....(305) 693-2060

Fax:(305) 693-2071

Operated by Jobs for Miami

7900 NW 27th Avenue, Suite 200

Miami, FL 33147

PERRINE One Stop Career Center

.....(305) 252-4440

Fax:(305) 278-1066

Operated by Youth Co-Op

9555 S.W. 175th Terrace

Miami, FL 33157

Center Director: Jesus Garcia

WEST DADE One Stop Career Center

.....(305) 228-2300

Fax:(305) 228-2321

Operated by Youth Co-Op

2700 S.W. 97th Avenue

Miami, FL 33165

Center Director: Carl Alexis

ENVIRONMENT

Miami-Dade County Department of

Environmental Resources

Management (DERM) (305) 372-6789

33 S.W. 2nd Avenue, Miami, FL 33130

To report environmental problems call DERM's

24-Hour Environment Emergency

Hotline at (305) 372-6955

It's easy to take for granted the air we breathe, the water we drink, the land we walk on and the plant and animal life we enjoy. But for DERM, looking out for our environment is an around-the-clock job.

DERM manages, restores and protects Miami-Dade's environment, focusing on such issues as air, drinking water and surface water quality monitoring, manatee protection, beach renourishment and habitat restoration. The Department provides on-the-scene emergency response coordination for hazardous material and other incidents,

Miami-Dade Government Services

regulates water and sewer utility companies, monitors industrial and commercial sources of air and water pollution, preserves tree resources and environmentally sensitive lands and enforces local, state and federal environmental standards.

The Department's Office of Sustainable Environment and Education's (OSEE) objective is to educate local industries, government agencies, community agencies, and the general public on environmental topics such as resource conservation. Businesses can request free on-site audits and technical assistance for waste minimization, pollution prevention, and energy conservation. If you would like for a speaker to come to your classroom, business or community, please contact OSEE at (305) 372-6784.

Miami-Dade Stormwater

Utility Section (305) 372-6688

33 SW 2nd Avenue, Suite 200, Miami, FL 33130

The objectives of the Miami-Dade County Stormwater Utility program include improvements to and maintenance of existing local drainage systems, and development of a comprehensive master plan for the design and construction of improved drainage systems throughout the County's public storm sewer system. The major goal of the program is to reduce the amount of pollutants discharged into surface waters. Another benefit is that drainage is improved and, therefore, there is less flooding of roadways and developed property.

Miami-Dade County's Stormwater Utility Program was created in response to requirements mandated by federal and state agencies. These include the U.S. Environmental Protection Agency's National Pollutant Discharge Elimination System, which requires a permit for stormwater discharge, and also the Florida Air and Water Pollution Control Act, which allows for the establishment of utility fees for the construction, planning, operation, and maintenance of public stormwater utility systems.

The Stormwater Utility charges fees on all developed property in Miami-Dade County. These revenues are used to pay for a variety of stormwater programs, including planning, construction, operation, and maintenance of public stormwater management systems. For most property owners, the fees are posted on regular water and sewer bills. For those properties not served by the County's public water system, bills are sent directly from the Stormwater Utility to the owner.

Projects developed by the Stormwater Utility will have many benefits for the people and the environment of Miami-Dade County. Cleaner surface water in our

lakes, canals, rivers, bay and ocean is just the beginning. By building a comprehensive stormwater system, Miami-Dade County will reduce the damage to property and danger to human life caused by South Florida's heavy rains. For additional information, please call (305) 372-6688.

Adopt-a-Tree Program (305) 372-6555 (recorded info)

Adopt-a-Tree is a community forestry project rebuilding Miami-Dade's tree cover. Miami-Dade County averages 10% tree cover in urban areas. Canopy loss due to Hurricane Andrew, citrus canker, and development resulted in canopy well below the optimum coverage of 30% to 40%. The Adopt-a-Tree Program was created with the input of community groups, agricultural interests, and government agencies seeking to reforest the county and to increase awareness of the value of shade trees.

Adopt-a-Tree allows all Miami-Dade County single-family and duplex homeowners to adopt trees. Participants must attend an event that is held in various locations throughout the County, giving all Miami-Dade residents the opportunity to participate. People attending the adoption event will be given a 10-minute educational orientation on how to plant and maintain their new trees.

Please call (305) 468-5900 from 9 am-5 pm if you would like to speak with someone personally about the eligibility requirements and upcoming event information. You can also go to www.miamidade.gov/derm/adoptatree

A Disabled and Elderly Program is available to residents who are unable to attend and/or plant their new trees. Call (305) 372-6555 for more information on this program and to hear recorded event info.

FIRE RESCUE SERVICES

Miami-Dade County

Fire Rescue Department (786) 331-5000

9300 NW 41st Street, Doral, FL 33178

Frequently called numbers:

EMERGENCIES 9-1-1

Central Records Bureau

(Incident Reports) (786) 331-4900

Employment Hotline (786) 331-4700

International Association

of Firefighters Local 1403 (305) 593-6100

Firemen's Benevolent Association.. (305) 500-9213

Fire Prevention Division

(Inspections / Permits) (786) 331-4800

Fire Hydrant Information

(Report Malfunctions) (305) 274-9272

Community Affairs Bureau (Public Education /

Demonstrations) (786) 331-4920

Public Affairs Bureau (Media Relations /

Publications) (786) 331-5200

"Always Ready, Proud to Serve" is the motto of Miami-Dade Fire Rescue, with over 1600 firefighters and emergency medical service professionals who work out of over 60 fire rescue stations throughout Miami-Dade County. Free blood-pressure screenings are available during daylight hours at your neighborhood fire station. To locate the nearest fire station to your home or business, log on to www.miamidade.gov/mdfr and click on "Find your nearest fire station" in the right column.

GARBAGE/TRASH COLLECTION

Miami-Dade County Department of

Solid Waste Management (305) 514-6666

2525 N.W. 62nd Street, 5th Floor, Miami, FL 33147

Website www.miamidade.gov

Residential Garbage/Trash Service

If you're up at the crack of dawn on weekdays, chances are you know the familiar hum of Miami-Dade's garbage trucks. Rain or shine, the County's faithful garbage collectors provide curbside service twice a week (either Mondays and Thursdays, or Tuesdays and Fridays, depending on your location). And as long as your garbage is curbside by 7 a.m., they are at your service on every holiday except Christmas, Dr. Martin Luther King, Jr. Day and Independence Day (as observed by Miami-Dade County).

Just place your garbage (food and kitchen waste) in standard 20- to 30-gallon garbage containers with grip handles and tight fitting lids, or in tied plastic bags. You can also set out bundled trash in lengths of no more than four feet using twine, rope, or duct tape. There's no limit to the number of containers or bundles that can be placed at curbside for collection, but each item must weigh less than 50 pounds. Rock, dirt, construction debris, free liquids or home chemicals are not collected. For information on proper management and disposal of these items, see Recycling for Trash & Recycling Centers and the Home Chemical Collection Program.

Scheduled Bulky Waste Collection

If you need to dispose of large amounts of furniture, tree cuttings, and other bulky items, call (305) 594-1500 (weekdays, 8 a.m. - 5 p.m.) to schedule a pickup before placing the trash at the curb. You can also schedule a pick-up twice a year online 24 hours a day, seven days a week at www.miamidade.gov/dswm

Home Chemical Collection Program

Improper disposal of oil based paints, mineral spirits, bug and weed killers, pool chemicals, solvents and other home chemicals can pollute our drinking water and present a hazard to collection crews. A free and safe disposal option is available. Non-commercial residents can bring these items (up to 50 pounds) to the Home Chemical Center at 8831 NW 58 Street. The Center is open Wednesdays (9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m.) and Saturdays (8:30 a.m. to 12:00 p.m. and 12:30 p.m. to 5:00 p.m.). Call (305) 594-1500 for addition information.

Recycling

See Recycling, page 24.

HEALTH CARE

University of Miami/Jackson Memorial Medical Center

Public Health Trust (305) 585-1111

1611 N.W. 12th Avenue, Miami, FL 33136-1094

Jackson Memorial Hospital Directory

Birth Certificates (305) 324-2489

Clinics - General Appointments

(24-hours) (305) 585-6000

Clinics - Rehabilitation

Appointments (305) 585-6262

Community Health Services (305) 585-5513

Crisis Intervention (305) 355-7777

Emergency Room (305) 585-6901

Emergency Room (Pediatric) . . . (305) 585-7600

Medical Records (305) 585-6290

Mental Health Information (305) 355-8234

Main Operator (305) 585-1111

Personnel/Employment Office . . . (305) 585-6081

Private Patient Referrals (305) 243-5757

Private Pediatrics Referrals (305) 243-5757

Rape Treatment Hotline (305) 585-7273

Ryder Trauma Center Information . . (305) 585-1152

Public Relations/Media (305) 585-7213

Volunteer Services (305) 585-6541

Miami-Dade Government Services

One of the country's most prestigious medical centers is located right here in Miami-Dade County. The University of Miami/Jackson Memorial Medical Center is home to more than 40 special programs and centers, including Jackson Memorial Hospital, the University of Miami Hospital and Sylvester Comprehensive Cancer Center, the UM School of Medicine, JMH Ryder Trauma Center, Bascom Palmer Eye Institute/Anne Bates Leach Eye Hospital, the UM/JMH Burn Center, and a variety of other research and health related institutions.

Every year, thousands of people walk through the doors of Jackson Memorial Hospital, Miami-Dade's community hospital and major teaching and research facility. Rated as one of the nation's top hospitals, it is publicly supported and operated by the Public Health Trust of Miami-Dade County.

HIV / AIDS Related Services

Ryan White Title I Program

Miami-Dade County

Business Management(305) 375-4742

Website www.miamidade.gov/RyanWhite/home.asp

111 N.W. 1st Street, 22nd Floor, Miami, Florida 33128

Those with HIV who are economically disadvantaged or underserved can turn to this federally-funded program for a variety of health and social services such as medical care, substance abuse, mental health counseling, case management, prescription drugs, dental care, home health care, food and transportation, and legal support.

Several providers throughout Miami-Dade County participate in the program, including AIDS service organizations, community based clinics, hospitals and private institutions. In most cases, services are offered free to those who meet financial eligibility.

HOUSING PROGRAMS

Miami-Dade Housing Agency (MDHA)(305) 644-5100

1401 NW 7th St., Miami, FL 33125

Websitewww.miamidade.gov/housing

Emailmdha@miamidade.gov

New Markets Division(305) 644-5313

Quality Assurance and Compliance ..(305) 644-5143

Public Housing(305) 644-5123

MDHA Fraud Hotline(305) 644-5302

ADA Coordination(305) 644-5187

TDD/TTY(305) 644-5343

Applicant & Leasing Center(305) 638-6464

2925 NW 18th Ave., Miami, FL 33142

TDD(305) 638-6014

Waiting List Status(305) 644-5111

Private Rental Housing (PRH)(305) 250-5250

2153 Coral Way, Miami, FL 33145

PRH Customer Service(305) 250-5232

Development and Loan

Administration(305) 250-5238

2103 Coral Way, Miami, FL 33145

Housing, Planning and

Development(305) 638-5757

3000 NW 32nd Ave., Miami, FL 33142

MDHA administers various affordable housing programs to assist very-low, low-, and moderate-income Miami-Dade County residents in the following areas: subsidized rental housing, homeownership, and rehabilitation for owner-occupied residential properties. Since the demand for housing assistance often exceeds the agency's limited resources, MDHA's Applicant and Leasing Center maintains the agency's waiting lists for the county's subsidized housing programs.

The agency's public housing units are county-owned and professionally managed by its Public Housing division. In addition, MDHA's Private Rental Housing division administers the Section 8 Housing Choice Voucher Program for rental housing in the private market, as well as other special needs housing programs such as for formerly homeless, mentally disabled, and/or has chronic substance abuse, or AIDS. This division also manages the Welfare to Work and Family Unification Programs.

The Housing, Planning and Development Division coordinates community redevelopment and rehabilitation efforts, including county-owned housing stock and the HOPE VI revitalization program.

The New Markets Division administers development activities in urban and infill areas and facilitates the sale and/or conveyance of vacant county-owned lots for infill housing development purposes. This division also oversees the functions of the Applicant and Leasing Center and the legislative functions of the agency.

MDHA's Development and Loan Administration Division, in conjunction with private lenders and community-based developers, provides funds for the new construction of affordable housing and provides direct financial assistance to first-time home buyers as well as loans for single-family home rehabilitation.

Quality Assurance and Compliance provides audit management and oversight services such as the Fraud Control, Section 3, and fair housing programs, and the Dewey W. Knight Jr./Ann-Marie Adker Fair Housing Center.

Financial Assistance

Miami-Dade Housing Agency (MDHA)

Websitewww.miamidade.gov/housing

Emailmdha@miamidade.gov

Central Office(305) 644-5100

1401 NW 7th St., Miami, FL 33125

Private Rental Housing/Section 8 ... (305) 250-5250

2153 Coral Way, Miami, FL 33145

Section 8 Homeownership(305) 250-5108

Landlord Outreach Services Unit ... (305) 250-5054

Shelter Plus Care Program(305) 250-4449

Development and Loan

Administration Division (305) 250-5238

2103 Coral Way, Miami, FL 33145

With MDHA's help, very low-, low- and moderate-income persons can receive financial assistance through the private housing market and a variety of affordable housing programs.

Among its better-known programs is Section 8 rental assistance, designed to help very low-, low-, and moderate-income families with rental payments, property rehabilitation and new construction. MDHA also administers the Shelter Plus Care Program and other specialized programs for the homeless.

Its affordable housing program assists homebuyers by providing second mortgage financing to low- and moderate-income families, and for single-family home rehabilitation loans, including window and storm shutter loans. Local Surtax and state SHIP funds enable MDHA to implement the homebuyer program and affordable rental development program. Call MDHA's Development and Loan Administration for affordable housing information including a list of participating lenders and developers. The Section 8 Homeownership program permits Section 8 Housing Choice Voucher participants with the opportunity to apply their vouchers towards a mortgage payment rather than rental payment.

Equal Housing Opportunities

Equal Opportunity Board, Miami-Dade Department

of Human Services (305) 375-5272

111 N.W. 1st Street, Suite 2145, Miami, FL 33128

The Equal Opportunity Board works to prevent and eliminate discrimination in housing as well as employment, public accommodations and credit and financing practices. It also investigates complaints alleging violations of the Code's Family Leave provision.

Home Mortgages

Miami-Dade County Bond Program

Miami-Dade County Housing

Finance Authority (305) 372-7990

25 W. Flagler Street, Room 950, Miami, FL 33130

Emailhfa@miamidade.gov

The Miami-Dade County Bond Program is a government approved, lower-than-market interest rate, home mortgage program provided by the Miami-Dade County Housing Finance Authority, along with participating lenders. The purpose is to help low- and moderate- income families, on a first-come first-served basis, purchase their first home.

Additionally, through the issuance of multifamily mortgage revenue bonds, the Authority provides capital for the construction or substantial rehabilitation of affordable apartment rental units.

LIBRARIES

Imagine a place where almost everything you want to know is under one roof. You'll find yourself there at a Miami-Dade Public Library. If you're a resident in the Miami-Dade County Library Taxing District, a free library card is all you need to enjoy all the library system has to offer. (Residents of Bal Harbour, Bay Harbor, Miami Shores, Opa-Locka, and Surfside may obtain a library card for an annual fee of \$50.)

The Miami-Dade Public Library System (MDPLS) includes 39 neighborhood branches, the Main Library, four regional libraries, two book mobiles and a porta-kiosk in the Metrorail Civic Center Station. MDPLS will be opening an additional ten libraries and eight mini-libraries in the next eight years.

And if they don't have what you're looking for, call the Inter-Library Loan Service at (305) 375-4068 to make special requests for research materials not currently part of the library system's holdings. To find out about free programs and exhibitions at the libraries, pick up a copy of the "Quarterly Schedule of Programs."

Here are several best-kept secrets within the Library System: an extensive collection of African American history, including one of the largest selections in the world of newspaper and magazine clippings, pamphlets, and other materials related to African Americans; an extensive genealogy department; the Cuba collection that includes a variety of reference and other materials; the Helen Muir Collection, a Florida department with rare books, photographs and documents; and the Foundation Center that contains information on grants, grant writing, and directories of fund-raising and funding agencies.

Miami-Dade Government Services

Libraries (Continued)

You can also find information on patents, books in foreign languages and language learning materials, business research tools, college and career guidance resources, as well as fiction and materials on a variety of other subjects.

You can travel through cyberspace with free Internet access at all libraries. Visit the library's web page at www.mdpls.org.

Libraries:

Allapattah(305) 638-6086

1799 NW 35th Street
Mon.-Thurs., Sat. — 9:30 a.m. to 6 p.m.
Fri. and Sun. — Closed

Civic Center Porta Kiosk(305) 324-0291

Metrorail Civic Center Station
1501 N.W. 12th Avenue
Mon.-Fri. — 6 a.m. to 10 a.m. and 2 p.m. to 6 p.m.
Sat. and Sun. — Closed

Coconut Grove(305) 442-8695

2875 McFarlane Road
Mon., Wed., Thurs. and Sat. — 9:30 a.m. to 6 p.m.
Tues. — 11:30 a.m. to 8 p.m.
Fri. and Sun. — Closed

Concord(305) 207-1344

3882 S.W. 112th Avenue
Mon., Wed., Thurs., Sat.-9:30 a.m. to 6 p.m.
Tues.-11:30 a.m. to 8 p.m.
Fri. and Sun. — Closed

Coral Gables(305) 442-8706

3443 Segovia Street
Mon.-Thurs. — 9:30 a.m. to 9 p.m.
Fri. and Sat. — 9:30 a.m. to 6 p.m.
Sun. — Closed

Coral Reef(305) 233-8324

9211 Coral Reef Drive
Mon., Thurs., Fri. and Sat. — 9:30 a.m. to 6 p.m.
Tues. and Wed. — 12:30 p.m. to 9 p.m.
Sun. — Closed

Country Walk(786) 293-4577

15433 SW 137th Avenue
Tues., Thurs., and Sat. — 9:30 a.m. to 6 p.m.
Mon., Wed., Fri., Sun. — Closed

Culmer/Overtown(305) 579-5322

350 NW 13th Street
Mon.-Thurs., Sat. — 9:30 a.m. to 6 p.m.
Fri. and Sun. — Closed

Doral(305) 716-9598

10785 N.W. 58th Street
Mon., Tues., Thurs., and Sat. — 9:30 a.m. to 6 p.m.
Wed. — 11:30 a.m.-8 p.m.
Fri. and Sun. — Closed

Edison Center(305) 757-0668

531 NW 62nd Street
Mon.-Thurs. and Sat. — 9:30 a.m. to 6 p.m.
Fri. and Sun. — Closed

Fairlawn(305) 261-1571

6869 SW 8th Street
Mon., Wed., Thurs. and Sat. — 9:30 a.m. to 6 p.m.
Tues. — 11:30 a.m. to 8 p.m.
Fri. and Sun. — Closed

Grapeland Heights(305) 638-5255

1400 NW 37th Avenue
Mon., Wed., Thurs., and Sat. — 9:30 a.m. to 6 p.m.
Tues. — 11:30 a.m. to 8 p.m.
Fri. and Sun. — Closed

Hialeah Gardens(305) 820-8520

11300 NW 87th Court
Mon.-Thurs. — 2 p.m. to 6 p.m.
Sat. — 9:30 a.m. to 6 p.m.
Fri. and Sun. — Closed

Hispanic(305) 541-9444

2190 West Flagler Street
Mon., Tues., Thurs. and Sat. — 9:30 a.m. to 6 p.m.
Wed. — 11:30 a.m. to 8 p.m.
Fri. and Sun. — Closed

Homestead(305) 246-0168

700 N. Homestead Blvd.
Mon., Thurs., Fri. and Sat. — 9:30 a.m. to 6 p.m.
Tues. and Wed. — 12:30 p.m. to 9 p.m.
Sun. — Closed

Kendall(305) 279-0520

9101 SW 97th Avenue
Mon., Thurs., Fri. and Sat. — 9:30 a.m. to 6 p.m.
Tues. and Wed. — 12:30 p.m. to 9 p.m.
Sun. — Closed

Key Biscayne(305) 361-6134

299 Crandon Blvd.
Mon., Thurs., Fri. and Sat. — 9:30 a.m. to 6 p.m.
Tues. and Wed. — 9:30 a.m. to 9 p.m.
Sun. — 1 p.m. to 5 p.m. (mid Oct. to June only)



Libraries (Continued)

Lakes of the Meadow (305) 693-4541

4284 S.W. 152nd Avenue

Mon., Tues., Thurs. and Sat. — 9:30 a.m. to 6 p.m.

Wed. — 11:30 a.m. to 8 p.m.

Fri. and Sun. — Closed

Lemon City (305) 757-0662

430 NE 61st Street

Mon.-Thurs. and Sat. — 9:30 a.m. to 6 p.m.

Fri. and Sun. — Closed

Little River (305) 751-8689

160 NE 79th Street

Mon.-Thurs. and Sat. — 9:30 a.m. to 6 p.m.

Fri. and Sun. — Closed

Main Library (305) 375-2665

101 West Flagler Street

Mon.—Sat — 9 a.m. to 6 p.m.

Thurs. — 9 a.m. to 9 p.m.

Sun. — 1 p.m. to 5 p.m. (mid October to June only)

Miami Beach (305) 535-4219

2100 Collins Avenue

Mon.-Thurs. — 9:30 a.m. to 9 p.m.

Fri. and Sat. — 9:30 a.m. to 6 p.m.

Sun. — Closed

Miami Lakes (305) 822-6520

6699 Windmill Gate Road

Mon., Thurs., Fri. and Sat. — 9:30 a.m. to 6 p.m.

Tues. and Wed. — 12:30 p.m. to 9 p.m.

Sun. — Closed

Miami Springs (305) 884-2575

401 Westward Drive

Mon., Wed., Thurs. and Sat. — 9:30 a.m. to 6 p.m.

Tues. — 11:30 a.m. to 8 p.m.

Fri. and Sun. — Closed

Mobile Library Services (305) 480-1729

9445 Coral Way

Mon.-Sat. — 9:00 a.m. to 6 p.m.

Sunday Closed

Model City (305) 636-2233

2211 NW 54th Street

Mon.-Thurs. — 9:00 a.m. to 7 p.m.

Fri. — 9:00 a.m. to 6 p.m.

Sat. & Sun — Closed

Naranja (305) 242-7935

27060 S. Dixie Highway

Mon., Wed., Thurs. and Sat. — 9:30 a.m. to 6 p.m.

Tues. — 11:30 a.m. to 8 p.m.

Fri. and Sun. — Closed

North Central (305) 693-4541

9590 NW 27th Avenue

Mon., Tues., Wed. and Sat. — 9:30 a.m. to 6 p.m.

Thurs. — 11:30 a.m. to 8 p.m.

Fri. and Sun. — Closed

North Dade Regional (305) 625-6424

2455 NW 183rd Street

Mon.-Thurs. — 9:30 a.m. to 9 p.m.

Fri. and Sat. — 9:30 a.m. to 6 p.m.

Sun. — 1 p.m. to 5 p.m. (mid October to June only)

North Shore (305) 864-5392

7501 Collins Avenue

Mon., Tues., Thurs. and Sat. — 9:30 a.m. to 6 p.m.

Wed. — 11:30 a.m. to 8 p.m.

Fri. and Sun. — Closed

Northeast (305) 931-5512

2930 Aventura Blvd.

Mon.-Thurs. — 9:30 a.m. to 9 p.m.

Fri. and Sat. — 9:30 a.m. to 6 p.m. Sun. — Closed

Palm Springs North (305) 820-8564

17601 N.W. 78th Avenue

Mon., Tues., Thurs., Sat. — 9:30 a.m. to 6 p.m.

Wed. — 11:30 a.m. to 8 p.m.

Fri. and Sun. — Closed

Shenandoah (305) 854-5286

2111 SW 19th Street

Mon., Tues., Wed. and Sat. — 9:30 a.m. to 6 p.m.

Thurs. — 11:30 a.m. to 8 p.m.

Fri. and Sun. — Closed

South Dade Regional (305) 233-8140

10750 SW 211th Street

Mon.-Thurs. — 9:30 a.m. to 9 p.m.

Fri. and Sat. — 9:30 a.m. to 6 p.m.

Sun. — 1 p.m. to 5 p.m. (mid October to June only)

South Miami (305) 667-6121

6000 Sunset Drive

Mon., Thurs., Fri. and Sat. — 9:30 a.m. to 6 p.m.

Tues. and Wed. — 12:30 p.m. to 9 p.m.

Sun. — Closed

South Shore (305) 535-4223

131 Alton Road

Mon., Tues, Thurs. and Sat. — 9:30 a.m. to 6 p.m.

Wed. 11:30 a.m. to 8 p.m.

Fri. and Sun. — Closed

Tamiami (305) 223-4758

13250 S.W. 8th Street

Mon.-Thurs. — 2:00 p.m. to 6 p.m.

Sat. — 9:30 a.m. to 6 p.m.

Fri. and Sun.— Closed

Miami-Dade Government Services

West Dade Regional (305) 553-1134

9445 Coral Way

Mon.-Thurs. — 9:30 a.m. to 9 p.m.

Fri. and Sat. — 9:30 a.m. to 6 p.m.

Sun. — 1 p.m. to 5 p.m. (mid October to June only)

West Flagler (305) 442-8710

5050 West Flagler Street

Mon., Wed., Thurs. and Sat. — 9:30 a.m. to 6 p.m.

Tues. — 11:30 a.m. to 8 p.m.

Fri. and Sun. — Closed

West Kendall Regional (305) 385-7135

10201 Hammocks Blvd.

Mon.-Thurs. — 9:30 a.m. to 9 p.m.

Fri. and Sat. — 9:30 a.m. to 6 p.m.

Sun. — 1 p.m. to 5 p.m. (mid October to June only)

Outreach Services Connections

Library Service for the Homebound . . (305) 474-7251

2455 N.W. 183 Street

Project LEAD (305) 375-5323

Literacy for Every Adult in Dade

101 West Flagler Street

Talking Books . . (305) 751-8687 or 800-451-9544

2455 N.W. 183rd Street

Outreach Library Services

Read on for library programs that bring the joy of reading to those who otherwise wouldn't have it: The Talking Books Library, part of the Library of Congress National Library for the Blind and Physically Handicapped, provides current popular books and magazines on cassette tapes or records to Miami-Dade and Monroe County residents who are unable to read small print, hold a book or turn the pages of a book due to a physical or visual disability. More than 40,000 items are available for check-out by mail at no charge to eligible patrons. For more information, call (305) 751-8687.

Outreach programming, book deposit collections, and Programming Resources for the Elderly are also provided to retirement residences, senior centers, and clubs. For more information, call (305) 474-7251. Project L.E.A.D. (Literacy for Every Adult in Dade) provides confidential, one-on-one tutoring for adults in basic reading and writing. Potential adult students or volunteers can call (305) 375-5323. No prior teaching experience is necessary.

The S.M.A.R.T Program (Science, Math, and Reading Tutorial) provides homework assistance for students

from kindergarten through 12 grade. Certified teachers tutor children in all branch libraries on Saturday mornings between 10 a.m. and 1 p.m. during the regular school year (September through June).

LICENSES

Dogs and Cats

Miami-Dade Police

Department (305) 884-1101 Ext. 222

Animal Services Unit

7401 N.W. 74th Street, Miami, FL 33166

Call the Animal Services Unit to adopt, sterilize, or license your dogs and cats. Adoption fees, which include micro chipping and sterilization, are \$28.25. License tags for dogs (mandatory under the law) are \$25 if sterilized and \$35 if not. License tags for cats (optional) are \$2 if sterilized and \$4 if not. Licenses may also be purchased from your veterinarian or any Team Metro office location.

Licenses below can also be purchased at the South Dade Government Center, 10710 S.W. 211 Street (Cutler Ridge Blvd., Room 104. Phone: (305) 232-3830 or (305) 372-6309 TDD.

Marriage Licenses

Miami-Dade County Clerk's Office . . (305) 275-1155

140 W. Flagler Street, Room 1503, Miami, FL 33130

Don't find yourself standing at the altar without a marriage license. Especially when it's so convenient to get one. You can apply for the license no more than 59 days before your wedding date at any one of the local district courts listed on page 9 of this guide. You'll need to bring along \$88.50 (payable in cash, VISA, or MasterCard and subject to change.) The Marriage License Division of each court is open Monday through Friday, from 8:30 to 4:30 p.m.

Hunting and Fishing Licenses

Tax Collector Division

Miami-Dade County/Finance Department

Tax Collection Division (305) 375-5678

For more information visit our website at:

www.miamidade.gov


Office locations:

140 W. Flagler Street, Room 102, Miami, FL 33130

South Dade Government Center . . . (305) 232-3830

**10710 SW 211th Street (Cutler Ridge Blvd.) Room 104,
Miami, FL 33189**

To hunt or fish in Miami-Dade County, you must purchase a license with cash or check and renew it every



year. The license you'll need depends on the length of time you need it, the state you live in, and the type of hunting or fishing you want to do.

For your convenience, the Tax Collector Public Service Office is open for business on the first floor of the 140 W. Flagler Street building with hours of operation from 8:00 a.m. through 5:00 p.m., Monday through Friday excluding holidays. The office collects Auto Tag, Hunting and Fishing License, and Stroller Permit Payments.

Occupational Licenses

Tax Collector Division

Miami-Dade County/Finance Department

24-Hour Information Line. . . . (305) 270-4949

For more information or to pay on-line, visit our website at: www.miamidade.gov

Office locations:

140 W. Flagler Street, 14th Floor, Miami, FL 33130

South Dade Government Center . . . (305) 232-3830

**10710 SW 211th Street (Cutler Ridge Blvd.) Room 104
Miami, FL 33189**

An occupational license is required by County ordinance for every person or firm engaged in a business. Occupational licenses are issued for one year beginning October 1st and expire on September 30th of each year. Licenses are transferable when there is a change of ownership, business location, or trade name.

For your convenience, the Tax Collector Public Service Office is open for business on the first floor of the 140 W. Flagler Street building with hours of operation from 8:00 a.m. through 5:00 p.m., Monday through Friday excluding holidays. The office collects Real Estate, Auto Tag, Occupational License, Hunting and Fishing License, and Stroller Permit Payments. Tax Collector offices on the 12th and 14th floor are open to the public from 8:00 a.m. to 4:30 p.m.

Business Licensing

Miami-Dade Consumer Services

Department(305) 375-4222

140 West Flagler Street, 9th Floor, Miami, Florida 33130

A license or registration is required prior to conducting the following businesses anywhere in Miami-Dade County: motor vehicle repair, locksmith, moving, towing, water remetering, vehicle immobilization (booting), title loan lender, telecommunications service (unincorporated area only), cable television, ambulance, non-emergency medical transportation, jitney, tour van, taxi, private school bus, special transportation service, or

other private for-hire transportation.

Certificate of Use

Miami-Dade County Department of Planning and Zoning

Zoning Permit Section (786) 315-2650

11805 Coral Way, Miami, FL 33175

24-hour Information Line (305) 271-1242

All businesses in Miami-Dade County must obtain a Certificate of Use, also known as a Zoning Use Permit or C.O., prior to opening. This certificate must be maintained and posted on the premise.

Certificate of Competency

Miami-Dade County Building Code Compliance Office

Contractor Section (305) 375-2527

140 West Flagler Street, Suite 1603, Miami, FL 33130

Chapter 10 of the Code of Miami-Dade County requires every person, firm, joint venture, partnership or corporation who acts as contractor or sub-contractor to obtain a Certificate of Competency in the categories of Building, Building Specialties, Electrical, Mechanical, Plumbing of Liquefied Petroleum Gas. Applicants must submit letters of reference from a licensed contractor as documentary proof of their experience and W-2 forms covering employment.

MOSQUITO CONTROL

Miami-Dade County Public Works

Department (305) 592-1186

Mosquito Control Division

8901 N.W. 58th Street, Miami, FL 33178

Are mosquitoes taking a bite out of you? They may be coming from your own yard! Mosquitoes lay their eggs in containers such as old tires, buckets, cans and birdbaths filled with water that may be lying around your yard. After the eggs hatch in about a week, the adult mosquitoes emerge – ready to bite. Call the Mosquito Control Division if you need help in getting rid of these annoying pests that can transmit deadly diseases.

PARK AND RECREATION FACILITIES

Miami-Dade Park and

Recreation Department (305) 755-7800

275 NW 2nd Street, Miami, FL 33128

If outdoor fun is what you crave, head to one of the Miami-Dade Park and Recreation Department's 400+ parks,

Miami-Dade Government Services

recreation, and cultural facilities. There's something for everyone at Miami-Dade Park's six golf courses; six full-service marinas; 15 swimming pools; eight lakes; four campgrounds; 183 tennis courts, including seven tennis centers; more than 150 ballfields for baseball, soccer, football, and softball; 36 multi-use courts for racquetball, volleyball, and basketball; two AAU regulation running tracks; two football stadiums; salt and freshwater fishing areas; bridle trails; rental and charter boats; jogging and exercise paths; picnic and party facilities; and much more.

If you're the adventurous type, try an Eco-Adventure Tour. Walk, bike, snorkel, kayak or canoe and learn about the area's pristine parks and historic sites. You'll study natural areas, learn of South Florida's diverse cultures and history, enjoy the beauty of the environment, and experience personal encounters with wildlife.

But that's not all. Do something different and take a tour of one of the world's largest sea turtle hatcheries. Learn about sea life on a snorkeling trip or birdwatch on a pontoon boat ride. Visit Amelia Earhart Park and take a look at our agricultural past at a replica of a turn-of-the-century pioneer farm complete with a petting zoo. Also at Amelia Earhart Park is a bark park and Miami-Dade County's only skate park with facilities for in-line skaters and skateboarders. Amelia is also home to Tom Sawyer's Island, a child's paradise with its rope bridge, swings and slides, and climbing tower.

Attractions include the world-class cageless Metrozoo; the Charles Deering Estate, 420 acres that are vitally important archeologically, historically and environmentally; and the Fruit & Spice Park, the only park of its kind in the U.S. with 500 varieties of fruit, nut, and spice trees. Miami-Dade Parks also sponsors special events such as the Dade County Youth Fair, the NASDAQ 100 Open Tennis Tournament, the Asian Arts Festival, and Metroboo.

The Natural Areas Division manages approximately 6,000 acres of pineland, hardwood hammock, and mangrove forest, and maintains the Atlantic beachfront from Government Cut on the lower Miami Beach to the tip of Sunny Isles for the enjoyment of future generations.

MAJOR REGIONAL PARKS:

Amelia Earhart Park (305) 769-2693
401 E. 65th St. Hialeah, FL 33013

***A.D. "Doug" Barnes Park** (305) 666-5883
3401 S.W. 72nd Ave., South Miami, FL 33155

***Arch Creek Park** (305) 944-6111
1855 N.E. 135th St., North Miami, FL 33181

*Bill Sadowski Park and

Nature Center (305) 255-4767
17555 S.W. 79th Ave., Miami, FL 33157

Greynolds Park (305) 945-3425
17530 W. Dixie Highway, North Miami Beach, FL 33160

Kendall Indian Hammocks Park ... (305) 596-9324
11395 S.W. 79th St., Miami, FL 33173

Tamiami Park (305) 223-7070
11201 S.W. 24th Street, Miami, FL 33165

Tropical Park (305) 226-8315
7900 Bird Road (S.W. 40th Street), Miami, FL 33155

*Nature Center locations

BEACHES

Crandon Park (305) 361-5421/5484
4000 Crandon Blvd., Key Biscayne, FL 33149

Haulover Park (305) 947-3525
10800 Collins Ave., Miami Beach, FL 33167

Matheson Hammock Park (305) 665-5475
9610 Old Cutler Rd., Miami, FL 33156

MARINAS

Black Point Marina (305) 258-4092
24775 S.W. 87th Avenue, Miami, FL 33032

Crandon Park Marina (305) 361-1281
4000 Crandon Boulevard, Key Biscayne, FL 33149

Haulover Marina (305) 947-3525
10800 Collins Avenue, Miami Beach, FL 33167

Homestead Bayfront Marina (305) 230-3033
9698 S.W. 328th Street, Homestead, FL 33090

Matheson Hammock Marina (305) 665-5475
9610 Old Cutler Road, Miami, FL 33156

Pelican Harbor Marina (305) 754-9330
1275 N.E. 79th St. Causeway, Miami, FL 33138

CAMPGROUNDS

Camp Owaissa Bauer (305) 247-6016
17001 S.W. 264th Street, Homestead, FL 33031

Larry and Penny Thompson Park .. (305) 232-1049
12451 S.W. 184th Street, Miami, FL 33177

A.D. Barnes Leisure Access Center ... (305) 665-5319
3401 S.W. 72nd Ave., Miami, FL 33155

GOLF COURSES

Crandon Park Golf Course (305) 361-9129
6700 Crandon Blvd., Key Biscayne, FL 33149

Palmetto Golf Course (305) 235-1069
9300 S.W. 152nd St., Miami, FL 33157

Greynolds Golf Course (305) 945-3425
17530 W. Dixie Highway, Miami, FL 33161

County Club of Miami (305) 829-8449
6801 N.W. 186th St., Miami, FL 33015

Briar Bay Golf Course(305) 235-6754
9399 S.W. 134th St., South Miami, FL 33176

Haulover Golf Course(305) 940-6719
10800 Collins Avenue, Miami Beach, FL 33154

MAJOR ATTRACTIONS

Deering Estate(305) 235-1668
16701 S.W. 72 Avenue, Miami, FL 33157

Fairchild Tropical Garden(305) 667-1651
10901 Old Cutler Road, Coral Gables, FL 33156

Fruit & Spice Park(305) 247-5727
24801 S.W. 187th Ave., Homestead, FL 33031

Gold Coast Railroad Museum(305) 253-0063
12450 S.W. 152 Street, Miami, FL 33177

Metrozoo(305) 251-0400
12400 S.W. 152nd St., Miami, FL 33177

PARKING

Parking Violations Bureau

Miami-Dade County Clerk's Office, District Court Division
Courthouse East, 22 N.W. 1 St., 4th Floor, Miami, Florida 33128

24-hour Parking Violation

Information(305) 275-1133

Baby Stroller Parking Permits(305) 468-5900

Disabled Parking Permits(305) 375-5678

Miami-Dade County Finance Department
140 W. Flagler St., Room 102, Miami, FL 33130

Need a parking permit? Application forms for four-year and 90-day exemption parking permits are available from any Tax Collector or tag agent's office. The application form must be completed by the applicant and certified by an authorized medical practitioner or agency. Parking permit fees are set by law at \$15.00. One additional four-year permit may be obtained for \$1.00. Baby stroller parking permits may be purchased at any Team Metro office or Tax Collector, 140 W. Flagler Street, Room 102.

PERMITS

Miami-Dade County

Building Department(786) 315-2000

website...www.miamidade.gov/bldg

email...bldgdept@miamidade.gov

Permit Records Section(786) 315-2100

Miami-Dade County Permitting and Inspection Center
11805 S.W. 26th Street (Coral Way), Miami, FL 33175-2474

Ready for that new addition onto your home or business? Call one of these offices to get answers to all of your questions on obtaining building permits.

Permits are required for building, electrical, plumbing, mechanical, roofing, gas, fences, windows and

shutter work. The Permit Records Section of the Building Department accepts applications and issues permits for the unincorporated areas of Miami-Dade County and the City of West Miami.

Miami-Dade County GSA, Office of

Elevator Safety(305) 375-3912

111 N.W. 1st Street, Suite 2410, Miami, Florida 33128-1979

Fax:(305) 375-3967

Technical Issues

Miami-Dade County GSA, Office of Elevator Safety

Michael Chavez or John Miner

Deliveries to:

73 West Flagler Street, Suite 2100, Miami, Florida
33130-1710

Mail to:

111 N.W. 1st Street, Suite 2410, Miami, Florida
33128-1979

Phone:(305) 349-6033

Fax:(305) 349-6040

Billing and Payment Issues

Miami-Dade County GSA, Office of Elevator Safety

Billing and Collections: Bihua Chen

111 NW 1st Street, Miami, Florida 33128

Phone:(305) 375-4400

Fax:(305) 375-4593

Effective August 26, 2003, Miami-Dade County resumed monitoring and regulating elevators, escalators, moving walks and related equipment, as well as wheelchair lifts. As a result, the Miami-Dade County General Services Administration, Office of Elevator Safety, is responsible for the issuance of all permits for new construction, alteration, modernization, and repairs of the above mentioned regulated equipment. The Office acts in the place of the State of Florida in all matters — except for licensing of inspectors, contractors and technicians regarding elevators, escalators, moving walks, and other related equipment. In addition, they are responsible for issuing Certificates of Operation for these equipment throughout Miami-Dade County, except for subdivisions of the City of Miami and City of Miami Beach; they have contracted with the State for jurisdictional authority. Regardless of its location, Miami-Dade County also has authority over its own equipment and property throughout the County.

All equipment accident reports must be reported to the Miami-Dade County Office of Elevator Safety on forms provided by them, which can be found on their web page. Reports must be submitted within five (5) working

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days following any accident. Failure to timely file a report is a violation and will subject the certificate of operation holder to an administrative fine up to \$1,000.

POLICE SERVICES

Miami-Dade Police Department

Headquarters Complex (305) 471-1780
9105 N.W. 25th Street, Miami, FL 33172

Miami-Dade's Police Department, the largest in the Southeastern United States, provides municipal police services to the unincorporated areas of Miami-Dade County, and specialized police support to the entire community. If you live in a municipality, check with your city government for police service listings.

Important Telephone Numbers

Emergency Dispatch 9-1-1
Complaint Desk/
Non-Emergencies (305) 476-5423
Community Affairs Bureau (305) 471-1716
Auto Theft Task Force (305) 994-1000
Homicide (305) 471-2400
Domestic Crimes Bureau (305) 418-7200
Professional Compliance Bureau .. (305) 599-3550
Robbery Bureau (305) 471-2142
Street Gangs (305) 471-2120
Media Relations Bureau (305) 471-1900
Crimestoppers (305) 471-TIPS
Sexual Crimes Bureau (305) 477-1112
Animal Services Unit (305) 884-1101

For Your Safety:

Help keep your neighborhood safe by learning how to identify potential problems and working with your neighbors to safeguard your community against crime. Join a neighborhood crime watch team or form a new one. To learn more, call your neighborhood police station or Citizens' Crime Watch at (305) 471-1670. Citizens' Crime Watch is a non-profit organization that brings people together to prevent neighborhood crime and works to initiate and support legislation designed to increase the effectiveness of law enforcement.

Attend Citizens Advisory Committee (CAC) meetings and let your local police know what's going on in your neighborhood. Each CAC meets once a month at one of the eight neighborhood police stations. Committee members discuss a wide range of community problems and together with their district commander, work out solutions, and get action. Call the station nearest you for more information.

Discover firsthand what it's like to fight crime. Call the Community Affairs Bureau at (305) 471-1716 to find out

about the Citizen's Police Academy and the Citizens' Volunteer Program. Additionally, for information on how to join the Police Reserve Officer Program, contact the Police Headquarters Section at (305) 471-1775.

It is important to remember that the number to call to report an emergency is 9-1-1; however, to report all other types of non-emergency calls for police service contact the Complaint Desk at (305) 476-5423.

Get a FREE home or business security survey. Call your neighborhood police station.

Neighborhood Police Stations

- 1. Airport Station** (305) 876-7373
Miami International Airport, P.O. Box 592075, Building 3033, Miami, FL 33159
- 2. Carol City Station (Miami Gardens)** (305) 626-7950
18805 N.W. 27 Avenue, Miami, FL 33056
- 3. Cutler Ridge Station** (305) 378-4300
10800 S.W. 211th Street, Miami, FL 33189
- 4. Doral Station** (305) 471-2800
9101 N.W. 25th Street, Miami, FL 33172
- 5. Hammocks Station** (305) 383-6800
10000 S.W. 142nd Avenue, Miami, FL 33186
- 6. Intracoastal Station** (305) 940-9980
15665 Biscayne Boulevard, Miami, FL 33160
- 7. Kendall Station** (305) 279-6929
7707 S.W. 117th Avenue, Miami, FL 33173
- 8. Miami Lakes Station** (305) 698-1500
5975 Miami Lakes Drive East, Miami, FL 33014
- 9. Northside Station** (305) 836-8601
2950 N.W. 83rd Street, Miami, FL 33147
- 10. Police Operations Bureau** (305) 576-8853
3465 N.W. 2nd Avenue, Miami, FL 33127

PUBLIC WORKS

Miami-Dade County Public Works

Department (305) 375-2694
111 N.W. 1st Street, Suite 1610, Miami, FL 33128-1970

Call the following offices to report concerns or code violations:

- Road, canal and bridge maintenance**, including storm drain cleanup and pavement repairs ... (305) 592-3115
- Installation and maintenance of existing traffic control devices**, including signals, regulatory signs, pavement markings, and street name signs ... (305) 592-3580
- Request for traffic control devices and traffic studies** (305) 375-2030
- Road and bridge construction** (305) 375-2111

Road and bridge design, including project scheduling for the Transportation Improvement Program, project design and bidding **(305) 375-2092**
Administration of special taxing districts, including creation, modifications, and assessments .. **(305) 375-2203**
Concurrency and developmental impact review **(305) 375-2701**
Permitting for construction in public rights-of-way, including roads and streets under Miami-Dade County jurisdiction, and in utility and other easements **(305) 375-2142**

REAL AND TANGIBLE PERSONAL PROPERTY TAXES

Tax Collector Division

Miami-Dade County/Finance Department

24-Hour Information Line **(305) 270-4916**

For more information or to pay online, visit our website at: www.miamidade.gov

Office locations:

140 W. Flagler Street, 1st Floor, Room 101, Miami, FL 33130

South Dade Government Center **(305) 232-3830**

10710 SW 211th Street (Cutler Ridge Blvd.) Room 104

Miami, FL 33189

Real and Tangible Personal Property Taxes become due and payable on November 1st of each year. For payments on property taxes, taxpayers can take advantage of the following discounts:

- 4% if paid in November
- 3% if paid in December
- 2% if paid in January
- 1% if paid in February
- Gross tax if paid in March, no discount applies.

Real estate and tangible personal property taxes become delinquent on April 1 of the following year in which they were assessed. A three percent (3%) penalty is added to the gross tax amount due. Discounts do not apply to delinquent payments. If a taxpayer does not receive a tax notice in November, it is the taxpayer's responsibility to contact the Tax Collector's office to request a duplicate bill.

Payments made by cash are only accepted at our two office locations. Checks or money orders may be mailed to the downtown location. Personal checks must be made out to: Miami-Dade County Tax Collector, must be in U.S. funds and drawn on U.S. banks, and must have your folio number on the check, money orders and/or cashier's check.

The Tax Collector's Office is authorized to allow taxpayers an alternative payment plan (installment plan) if their estimated taxes are more than \$100.00. The taxpayer must complete a Notice and Application for Alternative Payment form, or request in writing to the Tax Collector's Office prior to May 1. The first payment must be made no later than June 30. Failure to make the first payment will automatically cancel the participant from the plan, and the taxpayer will be required to pay the taxes due in full by March 31.

If total household income exceeds \$10,000 or \$12,000 and you are 65 or older, real property taxes that exceed 3% of your household income may be deferred. Social security income is not included as part of household income. If you are under age 65, you may also qualify for the deferment plan if your taxes exceed 5% of your household income.

Applications for homestead tax deferral and installment payment plans are also available at either Tax Collector's office or on our website at: www.miamidade.gov.

For your convenience, the Tax Collector Public Service Office is open for business on the first floor of the 140 W. Flagler Street building with hours of operation from 8:00 a.m. through 5:00 p.m., Monday through Friday excluding holidays. The office collects property taxes, Occupational License, animal licenses, and Stroller Permit Payments.

REAL ESTATE

Deeds, Mortgages, Liens

Clerk of the Courts **(305) 275-1155**

County Recorder

22 N.W. 1st Street, #104, Miami, FL 33128

The County Recorder is responsible for recording documents related to real estate, deeds, mortgages, satisfactions of mortgages, assignments of mortgages, liens, subdivision plats, declarations of domicile, notices of commencement, and certificates verifying notary public signatures and seals.

Homestead Exemption

Miami-Dade County Property

Appraisal Department **(305) 375-4125**

Website **www.miamidade.gov/pa**

Homestead Exemption Division

111 N.W. 1st Street, 7th Floor, Miami, FL 33128

Senior Citizen Exemption **(305) 375-4125**

An exemption allows for a reduction in your assessed value under certain conditions. The most common is the \$25,000 Homestead Exemption. To qualify, you must be a permanent resident of Florida and reside on the property on or before January 1 of the year for which the exemp-

Miami-Dade Government Services

tion is applied. March 1st is the deadline for applying for exemptions each year. You must re-apply any time there is a change in the ownership or use of the property, otherwise your homestead exemption is automatically renewed.

Other exemptions available are: widow/widower, veteran disability, civilian disability, institutional and senior citizen exemption.

Property Appraisal

Miami-Dade County Property Appraisal Department

111 N.W. 1st Street, 7th Floor, Miami, FL 33128

Public Information-

Main Office (305) 375-1205

Public Information-

South Dade Office (305) 232-5894

10710 S.W. 211 Street, 2 Floor, Miami, FL 33157

Business Personal Property . . . (305) 375-4070

If you own real estate or business equipment in Miami-Dade County, the Property Appraisal Department places a "just value" assessment on that property. The law defines just value as the amount a willing, knowledgeable buyer would pay to a willing, knowledgeable seller of a property. All appraisals are as of January 1st of the taxing year. Call for more information if you think your land may be classified as agricultural.

RECYCLING

Miami-Dade County Department of

Solid Waste Management (305) 514-6666
2525 N.W. 62nd Street, 5th Floor, Miami, FL 33147

Curbside Recycling Assistance (305) 633-3100

Recycling was never so easy. Once every week, Miami-Dade does it for you, right at your curbside. Just place dry newspapers (along with those color inserts) and flattened corrugated cardboard no larger than 2 ft. x 3 ft. so that it fits in your green bin. On the first recycling day of each month, you can place household batteries (AA, AAA, C, D, 9-Volt, button and rechargeable) in the green bin. Batteries must be in a clear "zip-top" plastic bag and in clear view on top of your newspaper and cardboard. From September through December, used telephone directories are collected from the green bin. In your blue bin, place clean clear, brown and green glass food and beverage containers; aluminum and metal food and beverage cans; and plastic containers with the 1, 2 or 3 recycling symbol on the bottom. Leave these green and blue bins at your curb area by 7 a.m. on your recycling day. Curbside recycling is not provided on Christmas and Independence Day (as observed by Miami-Dade County). Need new or replacement bins? Order them online at

www.miamidade.gov or call the Department's Customer Service Line at (305) 594-1500.

Trash & Recycling (T & R) Centers

Available only to residents of unincorporated Miami-Dade County and municipalities serviced by the Miami-Dade Department of Solid Waste Management, Neighborhood Trash & Recycling Centers provide a do-it-yourself disposal alternative for household trash and yard trash and up to one cubic yard of construction and demolition debris. Users are also allowed to dispose of up to four standard automobile tires. The disposal of garbage (food-kitchen waste) in these facilities is prohibited! Some centers accept used motor oil for recycling. Centers are open daily from 7 a.m. to 5:30 p.m. year round, except Martin Luther King's Birthday, Independence Day and Christmas (as observed by Miami-Dade County).

T & R CENTER LOCATIONS

North Dade 21500 N.W. 47th Avenue

Norwood 19901 N.W. 7th Avenue

Palm Springs North 7870 N.W. 178th Street

Miami Gardens 16300 N.W. 42nd Avenue

Golden Glades* 140 N.W. 160th Street

West Little River 1830 N.W. 79th Street

Snapper Creek* 2200 S.W. 117th Avenue

Sunset Kendall 8000 S.W. 107th Avenue

Chapman Field# 13600 S.W. 60th Avenue

Richmond Heights 14050 Boggs Drive

West Perrine 16651 S.W. 107th Avenue

Eureka Drive 9401 S.W. 184th Street

South Miami Heights 20800 S.W. 117th Court

Moody Drive* 12970 S.W. 268th Street

#No Tires or White Goods (Refrigerators, Stoves, and Other Appliances) Accepted *Used Motor Oil accepted

SOCIAL SERVICES

Miami-Dade Dept. of

Human Services (305) 514-6000

Martin Luther King Office Plaza

2525 N.W. 62nd Street, Suite 4000, Miami, FL 33147

The Department of Human Services (DHS) is Miami-Dade County's largest provider of comprehensive social and human services covering the full spectrum from children to elderly, disabled to veterans, Welfare-to-Work clients to farm workers, delinquency prevention to rehabilitative services, and emergency assistance to homeless outreach.



Neighborhood Assistance

Bureau (305) 514-6000

Martin Luther King Office Plaza

2525 N.W. 62nd Street, Suite 4000, Miami, FL 33147

Operates 10 neighborhood multi-purpose service centers from Florida City to the Broward County line. Neighborhood Service Centers were developed to function as one-stop centers for the delivery of human services. Other public and private human service providers are co-located in these centers. Many Centers have meeting rooms that are available for community events and activities by community residents. Services include short-term emergency financial assistance, financial assistance for the medically disabled, relocation assistance, utility assistance, emergency housing, boarding home placement, rent/mortgage/utility assistance for AIDS clients, and voters registration.

Employment Services (305) 514-6000

Martin Luther King Office Plaza

2525 N.W. 62nd Street, Suite 4000, Miami, FL 33147

Administers employment programs for Welfare-to-Work recipients, public housing residents, refugee populations summer programs for youth, and seasonal farm worker training. Services include case management, counseling and support.

Child Development Services (305) 633-6481

1701 NW 30 Avenue, Miami, FL 33125

Administers program to assist parents and families needing childcare for children from infancy up to 13 years of age. Services include resource and referral information on child related services, training and technical assistance for childcare teachers and providers, and eligibility determination and placement through a network of subcontracted licensed facilities throughout Miami-Dade County or through a Voucher Certificate option.

Elderly, Veterans and

Disabled Services. (305) 576-1667

4500 Biscayne Blvd., Miami, FL 33137

Provides affordable, culturally sensitive, quality services to elderly and young disabled adults to help maintain them in their own homes. Services include training for persons with disabilities which includes independent living skills and employment placement assistance; veterans services which provides assistance to veterans, as well as children, widows, parents of veterans, retired veterans and their families regarding claims to the Department of Veterans Affairs; volunteer opportunities include the Retired and Senior Volunteer Program (RSVP) and the Disability Parking Enforcement Program; adult day care

and specialized senior centers which include meals, recreation, health support, and transportation; home care and care planning.

Delinquency Prevention

Services (DPS). (305) 273-4180

11025 SW 84 Street, Miami, FL 33173

Provides needs assessment and case management for juvenile offenders and targeted minorities. Services the Juvenile Assistance Center and provides other diversion services. Offers school, home, community-based crisis, individual, family, and group counseling, academic and cultural enrichment.

Psychological Services (305) 273-4180

11025 SW 84 Street, Miami, FL 33173

Provides specialized individual day treatment services for children and adolescents who have been diagnosed as severely emotionally disturbed with mildly mentally handicapped or above capabilities. Services are geared toward different populations based on diagnosis, age, and specific needs. This program is a joint venture with the Miami-Dade County Public School System (MDCPS) who are responsible for referring these children. DHS provides the facility, day-to-day administrative supervision and clinical services. The MDCPS system provides the educational component and transportation.

Domestic Violence Services. (305) 758-2546

The Advocates for Victims Program provides crisis intervention and safe space shelter for victims and families of domestic crimes. Other services include counseling, information and referral to other services, transportation, emergency financial assistance, emergency food and clothing, and advocacy and support.

Family and Victims Services provides individual treatment and family group counseling services for family violence victims and batterers.

Rehabilitative Services. (305) 514-6000

Martin Luther King Office Plaza

2525 N.W. 62nd Street, Suite 4000, Miami, FL 33147

Provides an array of comprehensive substance abuse treatment and intervention services countywide through evaluation and referral, homeless assistance, residential and transitional living treatment programs, evaluation services to criminal justice involved adults, substance abuse treatment for sentenced offenders and outpatient treatment for diverted drug possession offenders and criminal justice involved adults. Also, assists individuals and families with placement in shelters and other living facilities, and a variety of outreach activities and presentations, primarily substance abuse related, with special emphasis on minorities and school age youth.

Miami-Dade Government Services

Contracts Management (305) 514-6000

Martin Luther King Office Plaza

2525 N.W. 62nd Street, Suite 4000, Miami, FL 33147

Responsible for the management of selected contracts awarded to Community-Based Organizations by the Miami-Dade County Board of County Commissioners, the Alliance for Human Services, and the Miami-Dade County Youth Crime Task Force. Through its contractual relationship with Community-Based Organizations, the Department of Human Services strives to provide an array of social and human services to enhance the quality of life for eligible individuals residing in Miami-Dade County.

Equal Opportunity Board (EOB). . . . (305) 514-6000

Martin Luther King Office Plaza

2525 N.W. 62nd Street, Suite 4000, Miami, FL 33147

A quasi-judicial agency charged with the enforcement of Miami-Dade's ordinance prohibiting discrimination in housing, public accommodations, credit and financing practices, family leave and domestic violence leave. This Board seeks to resolve claims of discrimination through investigations, mediation and conciliation, and serves as an advisory board to the Board of County Commissioners on matters concerning civil rights in Miami-Dade.

Miami-Dade

Community Action Agency (CAA) (305) 347-4600

395 N.W. 1st Street, Miami, Florida 33128

Fax (305) 372-8745

A member of the Community Action Partnership, a national partnership of anti-poverty programs, the Miami-Dade Community Action Agency (CAA) is a community-based organization which functions under the auspice and leadership of a Board of Directors, which includes representation from neighborhood advisory committees serving twenty-two (22) target areas or concentration of poverty in Miami-Dade County.

The Community Action Agency provides a comprehensive delivery system of services for infants and toddlers through elderly residents in Miami-Dade County. The Department encourages the residents of Miami-Dade County to become involved in the local fight against poverty by encouraging citizens to play a more active role in their communities through the concept of citizen participation. Residents meet monthly with CAA staff to discuss social services and other neighborhood concerns. A schedule of meeting locations and times can be obtained by contacting the Division of Citizen Participation at (305) 347-4664.

CAA also provides staff support for the Community Action Agency Foundation, a not-for-profit human services

organization that provides additional financial support for the Department's programs, as well as local poverty issues.

The following list contains the programs offered through CAA. Call to find out what programs are available in your neighborhood and program qualifications.

CAA Programs for Elderly Residents:

Senior Community Service and

Employment Program (305) 233-1627

Promotes self-sufficiency among workers age 55 and older, this program offers short-term employment opportunities, computer training, career skills training and job referrals.

Meals for the Elderly (305) 347-4674

Provides an opportunity for seniors age 60 and over to gather with fellow seniors for hot nutritious meals five days a week in addition to a variety of other support services. The goal of this program is to allow older persons to remain active and not institutionalized.

Meals on Wheels (305) 347-4650

This program provides assistance to low-income home-bound seniors who are ill or disabled by providing delivery of frozen prepared meals right to their door. The Meals on Wheels program provides services to residents in Northwest and Downtown Miami from Flagler Street North to NW 36 Street, Miami Avenue West to 27th Avenue, up to NW 57th Ave, 79 Street to County Line Road, Opa-Locka, Carol City and now serving Commissioner Martinez, District XI.

Foster Grandparent Program (305) 347-4644

Low-income residents ages 60 and older can volunteer to assist with children with special needs. Foster grandparents receive a stipend in addition to a transportation allowance, a daily hot meal, annual physical exams, case management services and referrals to needed programs.

Senior Companion Program (305) 347-4651

Seniors 60 and older assist other seniors less fortunate than themselves in the home by providing companionship and allowing the family some time away. Senior Companion volunteers earn a stipend, travel and meal allowances, free training and annual physicals, as well as case management and referrals to needed programs.

Programs for Children and Families

Head Start/Early Head Start (305) 347-4622

CAA's Head Start/Early Head Start program is a nationally recognized program of excellence that provides a comprehensive development program for children 0-5 years of age and pregnant women. School readiness is promoted by enhancing the social and cognitive development of low-income children. Health, education, nutri-



tion, social and parent involvement are the major services provided, per the performance standards from the U.S. Department of Health & Human Services, to meet the needs of the children and their families.

Youth Development and Intervention (305) 347-4640

CAA provides a variety of programs to assist young people in our community with their personal and educational development. Programs range from early intervention, pregnancy prevention and education, training and advocacy for children diverted from the juvenile justice system, group and individual counseling, tutoring, computer training and family development skill building. Youth services are provided through:

- South Dade Adolescent Program. (305) 254-5855**
- Project FACE (305) 756-2830**
- Pine Island After School (305) 257-0923**
- Self Help Institute (305) 347-4640**

Individuals and families who are disadvantaged but want to achieve self-sufficiency can find the help they need through the Self Help Institute. Services include employment preparation, youth intervention activities, professional development, computer training, office and clerical skills training, emergency assistance and crisis assistance.

L.I.H.E.A.P. (305) 347-4685

The Low-Income Home Energy Assistance Program provides regular and weather related crisis assistance to individuals and families by assisting them with their home energy expenses.

L.S.I.P. (305) 347-4655

The Life Support Initiative Program provides residents in local municipalities with assistance with the increasing charges associated with water and sewer services. The program is available to residents of municipalities that do not have an agreement with Miami-Dade County for their water and sewer services.

The FATHERS Project (305) 254-5804

The FATHERS Project is a comprehensive family focused effort that is designed to fully engage male parents in their children's lives, while increasing their earning potential through employment. The project provides assessment, job preparation services, job placement, opportunities for remediation, educational and vocational training.

Community Enrichment Centers (305) 347-4640

Individuals experiencing financial difficulties can receive hot meals, food vouchers, rental assistance and temporary housing assistance in addition to other services

at Neighborhood Enrichment Centers strategically located throughout the County. Center locations are:

- Accion Center (305) 547-7713**
858 W. Flager Street
- Goulds Center (305) 233-2121**
21300 SW 122 Avenue
- Liberty Center (305) 756-2830**
6100 NW 7th Avenue
- Perrine Center (305) 254-5804**
17801 Homestead Ave
- South Beach (305) 672-1704**
- Homeless Assistance (305) 547-4892**

This program provides shelter and transitional housing for homeless families and the frail elderly throughout Miami-Dade County. Also, the program provides appropriate social services for family stabilization. The eligibility guidelines regards a "homeless family" as a family of at least two (2) persons, one of whom is a minor and "homeless elderly" as a person who is 55 years old or older.

Immigration Assistance (305) 547-4892

Individuals needing assistance with immigration related matters such as clerical assistance and translation can obtain assistance through this program.

Computer Training and Employment (305) 347-4685

This program provides basic computer and employability skills instruction to low-income persons who are interested in working with computers. Skills learned will facilitate advancement or immediate entry into the job market. Classroom training is provided in the areas of data entry, computer applications, word processing and professional development. Upon completion of the program, participants receive certificates in their area of concentration and assistance with obtaining employment.

Greater Miami Service Corps (305) 638-4672

Young adults ages 18-23 with an interest in community service and volunteerism can participate in this innovative program that provides opportunities to learn how to address the physical and social needs of your community through a structured, meaningful series of work experience and comprehensive education programs. Participants can also work towards completing their educational goals while receiving computer training and internship programs. They also receive scholarship assistance upon completion.

Citizen Participation. (305) 347-4664

The concept of community action is rooted in giving low-income communities the tools needed for development and improvements. CAA provides this through twenty-two

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neighborhood advisory committees located throughout the County. It provides a mechanism for communication between citizens and decision-making entities creating opportunities for local residents to involve themselves in the planning and development of their neighborhoods. This program also provides residents with leadership training on advocating for needed improvements, in addition to providing scholarship opportunities for young people and neighborhood beautification assistance with paint distribution.

Energy Programs..... (305) 438-8604

This program provides low-income residents with materials and labor to make minor repairs to their homes through a variety of energy conservation services and initiatives. The program provides home repairs and improvements that result in producing more energy efficient homes. Weatherization services are provided free of charge to persons who qualify. This program also provides installation of hurricane shutters for low-income elderly residents as well as home mitigation services.

The Community Action

Agency Foundation..... (305) 347-4600

Website..... www.caafoundation-miami.net

The Community Action Agency Foundation is a non-profit 501c foundation staffed by the Community Action Agency. The Foundation provides funding to augment services provided through CAA.

Transportation..... (305) 347-4621

The Transportation Unit provides transportation support to Head Start and Elderly Programs for field trips and medical appointments. The unit also provides services to community groups and other organizations in need of transportation services.

Team Metro

Administrative Office..... (305) 375-4845

111 N.W. 1 Street, 14th Floor, Miami, FL 33178

Team Metro is the County department established to improve public access to Miami-Dade County government. Team Metro is dedicated to helping citizens and neighborhoods benefit from the large number of county services offered in Miami-Dade County.

Bringing county government closer to the citizens it serves, Team Metro can be found at eight regional offices throughout the County, a Government on the Go Bus and a main downtown office. Each regional office provides direct assistance and outreach to citizens either by telephone or in person. The downtown office houses administrative staff, while the Government on the Go Bus travels throughout Miami-Dade County providing outreach and direct services.

Team Metro staff answer questions, cut through governmental red tape and help resolve neighborhood concerns. Code compliance experts can assist you in resolving everything from overgrown lots and illegal signs to graffiti and junk and trash removal. You can also visit your neighborhood Team Metro office to purchase transit passes and tokens, bike/rail passes, dog licenses and baby stroller permits. Passport applications are also accepted at all Team Metro locations.

Team Metro's regional offices are your one-stop neighborhood county service centers. Call the Miami-Dade Answer Center at (305) 468-5900 during weekday business hours to find out which regional office serves you or visit us on the internet at www.miamidade.gov/teametro, where you can also look at the Government on the Go (Bus) monthly schedule.

Team Metro REGIONAL OFFICES

Kendall..... (305) 270-4979

11609 S.W. 88th Street, Miami, FL 33183

Melrose..... (305) 638-6800

2340 N.W. 27th Avenue, Miami, FL 33142

Northeast..... (305) 947-9858

1658 N.E. Miami Gardens Drive, Miami, FL 33179

Northwest..... (305) 557-2171

7630 N.W. 186th Street, Miami, FL 33015

Northside..... (305) 636-2333

2525 N.W. 62nd Street, Suite 1200, Miami, FL 33147

South..... (305) 234-1510

Southland Mall

20505 S. Dixie Highway, Suite 1623, Miami, FL 33189

Tamiami

(formerly University)..... (305) 222-2133

1409 S.W. 107th Avenue, Miami, FL 33174

West..... (305) 480-1700

3800 S.W. 137 Avenue, 2nd Floor, Miami, FL 33175

TRAILER PARKS

Trailer park residents, like tenants in other forms of housing, must follow the terms of their leases or association (in condo parks only). If a resident needs assistance with any of the following topics, they can turn to the agency listed. If you don't know where to begin to resolve a problem, you can also call your local Team Metro Office or call the Miami-Dade Answer Center at (305)468-5900 during weekday business hours.

Park Management Issues

Issues regarding changes in park uses, rent increases, park sales or the park management company's practices can be brought to the attention of the Division of Florida Land Sales, Condominiums and Mobile Homes.

State of Florida Department of Business & Professional Regulation (850) 487-1395
Website www.state.fl.us/dbpr/lsc/index.shtml
Health & Sanitation

Complaints regarding the sanitation facilities, potable water or garbage and trash disposal can be brought to the attention of the Miami-Dade County Health Department.

..... (305) 623-3500
Website www.dadehealth.org/index.shtml

Relocation & Outreach Assistance

Residents in need of social services, relocation information or moving assistance can call their local Team Metro office or the Team Metro Answer Center at (305) 468-5900.

Website www.teammetro@miamidade.gov

Transportation

Miami-Dade Transit

111 NW First Street - Suite 910, Miami, FL 33128

Customer Services (305) 770-3131

Customer Services for residents

south of 216th Street (305) 891-3131

Monday-to Friday 6 a.m. - 10 p.m., and on weekends
9 a.m. - 5 p.m.

TTY Users

(deaf and hard of hearing) (305) 654-6530

Little Haiti Transit

Service Center (305) 795-1536

Publications by Mail (305) 770-3131

Suggestions/Comments (305) 770-3131

Option 4, Monday-Friday 8:30 a.m.-4:30 p.m.

Metropass Outlets (305) 770-3131

Golden Passport (305) 654-6545

Lost & Found (305) 375-3366

Special Transportation Service

(STS) (305) 263-5406

Website www.miamidade.gov/transit

It is not a matter of where you're going, but how you get there, and what better way to go than aboard an air-conditioned Miami-Dade Transit (MDT) bus or train. Even cyclists can now ride anytime with their bikes on

Metrobus, Metrorail, and Metromover under the Bike & Ride Program.

Thanks to the various improvements made as a result of the People's Transportation Plan, MDT services are better than ever. Now, just about everywhere in Miami-Dade County, there exists new, state-of-the-art Metrobuses that serve approximately 100 bus routes. Some of these routes offer 24-hour service and connects directly to Metrorail. MDT also recently replaced over 1,000 bus passenger shelters with a new, solar-powered version which provides protection from the South Florida weather and features sandblasted glass panels decorated with various tropical designs, such as palm trees and flamingos. Another recent improvement is the replacement of bus stop signs designed to better inform transit riders. The new bus stop signs contain informational panels that provide detailed route maps, service hours, fares, and transfer information.

The Metrorail and Metromover systems also are being revamped to provide you with superior service and a more comfortable ride. The South Miami-Dade Busway features bus-only lanes designed to whisk passengers to and from the Dadeland South Metrorail Station to Southwest 200 Street, where transit riders can connect to other bus routes that will take them as far south as Marathon Key, to just north of the Broward County line. Not to mention that public transit is easier to use, and accessible to everyone, including wheelchair-accessible buses and trains to provide added mobility for people with disabilities.

Metrorail, a 22-mile, rapid-transit system runs from the Dadeland south area to Medley connecting South Miami, Coral Gables, downtown Miami, the Civic Center area Allapattah, Brownsville, Liberty City, and Hialeah. With today's traffic conditions, it makes more sense to use Metrorail to reach your destination. For example, you can travel from Dadeland to downtown Miami in just 18 minutes, and from the Palmetto Station in Medley to downtown Miami in just 20 minutes. If you decide to extend your trip to Palm Beach County, you can also transfer to the Tri-Rail commuter rail system which links Miami-Dade, Broward, and Palm Beach counties.

Metromover, a free automated people mover, serves all of downtown Miami, year-round, from the Brickell to the Omni areas. Cars serving the Brickell and Omni areas alternate on the outer loop. The loops run from 5 a.m. to midnight, seven days a week. The outer loop operates as one continuous loop from 7 p.m. to midnight, seven days a week (this schedule changes during special events). For easy travel around downtown, use the inner loop.

Miami-Dade Government Services

Bicentennial Park Station on the outer loop is permanently closed.

For more information on transit services, please call 305-770-3131 or visit the MDT website at www.miami-dade.gov/transit.

TRANSIT FARES	Full Fare	Reduced Fare*
Metrobús/Metrorail	\$1.25	\$.60
Metromover	FREE	FREE
Express bus	\$1.50	\$.75
Monthly Metropass**	\$60.00	\$30.00
Transfers		
Metrobús/Metrorail	\$.25	\$.10
Bus-to-Express Bus	\$.50**	\$.25**
Mover-to-Rail/Bus	\$1.25***	\$.60
Bus/Rail-to-Mover	FREE	FREE

*Reduced fare for Medicare recipients, most people with disabilities, and youth (grades 1-12), with valid permit/ID.

Golden Passport and Patriot Passport users ride free.

**When boarding the bus, deposit your \$1.25 bus fare and buy a \$.25 transfer.

***When boarding the express bus, give your transfer to the bus operator and pay a \$.25 fare upgrade. Reduced-fare riders pay the \$.60 fare, \$.10 transfer fee, and \$.15 upgrade.

***or one token.

The five transit service centers, located in neighborhoods around Miami-Dade County, offer the following services:

- **Passes** - College, corporate, group, and monthly passes, including the Golden Passport and the Patriot Passport.
- **Token Sales** - Buy 10 for \$10 and save 25 cents on every Metrobús or Metrorail ride.
- **Special Permits/Fares** - Permits available for senior citizens and people with disabilities, Medicare recipients, preschoolers and students (grades 1-12). These passengers can ride Metrobús and Metrorail at the reduced fare, or may purchase the \$30 monthly Discount Metropass.
- **Special Transportation Service Registration** - Service aboard vehicles designed for passengers with a permanent physical disability who are unable to use regular transit services.
- **Bike & Ride Permits** - Cyclists can take a single-seat, two-wheeler on extended trips anytime and just about anywhere in Miami-Dade County on many Metrobús routes, Metrorail, and Metromover.
- **Job Listings** - Interested persons can pick up a list

of updated Miami-Dade Transit job openings.

- **Trip Planning** - Coming December 2004: A computerized program will provide regional traffic, schedule and general transit information via an interactive voice response system.

Transit Service Centers:

- Stephen P. Clark Center, 111 NW First St., Government Center Metrorail station, 2nd level, 305-375-5675, Monday to Friday 8 a.m. to 4 p.m.
- Little Haiti Transit Service Center, 150 NW 79th St., Suite 300, 305-795-1536, Monday to Friday, 8 a.m. to 4 p.m.
- Team Metro South, Southland Mall, 20505 S. Dixie Hwy., Suite 1623, 305-234-1510, Monday to Friday, 8 a.m. to 4 p.m.
- Team Metro University, 1409 SW 107th Ave., 305-222-2133, Monday to Friday 8 a.m. to 4 p.m.
- Team Metro Northeast, 1658 NE Miami Gardens Dr., 305-947-9858, Monday to Friday 8 a.m. to 4 p.m.

VOTING

Miami-Dade Elections

Department (305) 499-8683 (VOTE)

2700 N.W. 87th Avenue, Miami, FL 33172

Looking forward to casting your vote in an upcoming election? If you haven't already done so, there are plenty of easy opportunities to register to vote, as long as you are at least 17 years old, a U.S. citizen, and a legal resident of Florida in the county in which you are registering. Just call Miami-Dade County's Elections Department or any Team Metro branch office to register. It only takes minutes and then you can vote any time after your 18th birthday in all federal, state, county, and municipal elections.

WATER AND SEWER

Miami-Dade Water and Sewer Department

3071 S.W. 38th Avenue, 1st Floor, Miami, FL 33146

Customer Service: 8 a.m. – 5 p.m.

New service and disconnections . . . (305) 665-7488

Billing charges, high bills,

extensions (305) 665-7477

Complaints Hotline: 8 a.m. – 5 p.m.

Construction debris, broken or missing meter boxes, barricades, sinkholes, un-restored temporary patches/driveways, restore sod/landscaping, missing manhole covers (786) 552-8970

WATERLINE

(24-hour information hotline) . . (305) 448-SAVE
After-Hour Emergency Line . . . (305) 274-WASA

One of our most precious resources is in the hands of Miami-Dade's Water and Sewer Department (WASD.) Nearly two million people rely on this department for high quality drinking water as well as wastewater service.

WASD operates three regional water treatment plants that process an average of 330 million gallons of water and three wastewater plants that treat approximately 300 million gallons every day.

Call the Water Line at 448-SAVE for the latest information about water restrictions, how drinking water is treated, lead and drinking water, Xeriscape, water conservation and environmental tips and water saving devices. You can even get free water conservation kits and arrange for a tour of Miami-Dade's water treatment facilities.

The following is a list of locations where you may pay your water and sewer bill. Be sure to call before making the trip. Pay stations can only accept payment for current bills made three or more days before the printed due date. Sub offices provide full-service facilities to make your payments with customer service representatives on hand to discuss any of your questions or concerns.

PAY STATIONS

Check Cashing USA Store #14 (305) 265-9503
8447 Coral Way

Check Cashing USA Store #1 (305) 752-9555
13825 S.W. 88th Street

Sedano's Pharmacy

Discount Store #8 (305) 825-3386
6410 NW 186th Street

SUB OFFICES

Main Office

Douglas Building (305) 665-7471
3071 S.W. 38th Avenue, 1st Floor

Downtown 140 West Flagler Street

Joseph Caleb Center 5400 N.W. 22 Avenue

LeJeune 3575 S. LeJeune Road

South Dade

Government Center . . . 10710 S.W. 211th Street

ZONING

Miami-Dade County Department

of Planning and Zoning

24-hour Information Line (305) 271-1242

Zoning Permit Section (786) 315-2666

11805 S.W. 26th Street, #106, Miami, FL 33175-2474

This section issues Zoning Use Permits, also known as a Certificate of Use or C.O., required by all businesses in Miami-Dade County prior to opening.

See Licenses—Certificates of Use

Zoning Hearing Section (305) 375-2640

111 N.W. 1st Street, 11th Floor, Miami, FL 33128

In unincorporated Miami-Dade County, it is the residents who make virtually all of the zoning decisions in their neighborhoods. The elected and appointed citizens serving on your area's Community Council function as a "Community Zoning Appeals Board" by reviewing and voting on zoning matters at public hearings held approximately every month. If a Council does not have any pending zoning applications, it does not meet that month. These hearings, which generally begin between 6 p.m. and 7 p.m., are advertised approximately four (4) weeks in advance in the "Neighbors" section of *The Miami Herald* and notices are mailed to the property owners within a specified radius of the site. In most cases, property owners within a 500 foot radius are notified.

All Community Council meetings are held "in the sunshine" and are open to the public. By law, Council members may not receive any written or spoken communications about any zoning matter except at the advertised zoning hearing.

Community Councils tackle a variety of zoning requests made by property owners. Your Council may decide to allow a new residential development, shopping center, daycare center or a smaller-than-normal building lot in your neighborhood, for example. The zoning decisions these Councils make affect you and the quality of life in your community so it's important to participate and voice your opinions.

See Community Councils

It is the policy of Miami-Dade County to comply with all of the requirements of the American with Disabilities Act and community meeting facilities are accessible. For sign language, interpreters, assistive listening devices or materials in accessible format, please call the County department coordinating the meeting at least five days in advance.

Miami-Dade County Public Schools

Recently relocated to Miami-Dade County and need to enroll the kids in public school? Or is your precious one ready for a public school Pre-K or Kindergarten program? Either way, there are a few things you'll need to have on hand. All students attending local public schools for the first time must present the following items at registration:

- A properly executed lease; any utility deposit or receipt showing name and address; or statement from a real estate broker or attorney clearly stating the address of the new residence as verification of proof of residence;
- A birth certificate or state-approved alternate documentation to establish proof of date of birth;
- A certificate of Immunization (Children & Family Services Form 680), and;
- A completed Student Health Examination (Children & Family Services-H Form 3040), including proof of tuberculin test, reading of the test, and appropriate follow-up.

School Board Members

District 1 - Robert B. Ingram

District 2 - Solomon C. "Sol" Stinson

District 3 - Dr. Martin Karp

District 4 - Perla Tabares-Hantman

District 5 - Frank J. Bolaños

District 6 - Agustin J. Barrera

District 7 - Ana Rivas Logan

District 8 - Marta Perez

District 9 - Evelyn Langlieb Greer

Superintendent and School

Board Members(305) 995-1334

Fax(305) 995-1572

1450 N.E. 2nd Avenue, Room 309, Miami, FL 33132

School Location Information (305) 995-1000

Citizen information (305) 995-1128

Cities of Miami-Dade County

Miami-Dade County contains 34 distinctly different municipalities (cities). Each municipality has its own government, and provides city services, such as police and zoning protection. The City of Miami is the largest, followed by Hialeah, Miami Gardens, Miami Beach, North Miami, and Coral Gables. To obtain a current listing of municipal elected officials, call the Dade County League of Cities, Inc. at (305) 856-5050.

AVENTURA (305) 466-8900
19200 W. Country Club Drive Fax: (305) 466-8939
Aventura, FL 33180

BAL HARBOUR (305) 866-4633
655 96th Street Fax: (305) 868-6575
Bal Harbour, FL 33154

BAY HARBOR ISLAND (305) 866-6241
9665 Bay Harbor Terr. Fax: (305) 866-4863
Bay Harbor Island, FL 33154

BISCAYNE PARK (305) 893-7490
640 N.E. 114th Street, Fax: (305) 891-7241
Biscayne Park, FL 33161

CORAL GABLES (305) 446-6800
405 Biltmore Way Fax: (305) 460-5350
Coral Gables, FL 33134

DORAL (305) 593-6725
8300 N.W. 53rd Street, Suite 100 Fax: (305) 470-6850
Doral, FL 33166

EL PORTAL (305) 795-7880
500 N.E. 87th Street Fax: (305) 795-7884
El Portal, FL 33138

FLORIDA CITY (305) 247-8221
404 West Palm Avenue Fax: (305) 242-8133
Florida City, FL 33034

GOLDEN BEACH (305) 932-0744
One Golden Beach Drive Fax: (305) 933-3825
Golden Beach, FL 33160

HIALEAH (305) 883-5820
501 Palm Avenue Fax: (305) 883-5814
Hialeah, FL 33011

HIALEAH GARDENS (305) 558-4114
10001 N.W. 87th Avenue Fax: (305) 819-5319
Hialeah Gardens, FL 33016

HOMESTEAD (305) 224-4400
790 North Homestead Boulevard Fax: (305) 224-4439
Homestead, FL 33030

INDIAN CREEK (305) 865-4121
9080 Bay Drive Fax: (305) 865-2502
Indian Creek, FL 33154

ISLANDIA Inactive

KEY BISCAYNE (305) 365-5511
85 West McIntyre Street Fax: (305) 365-8936
Key Biscayne, FL 33149

MEDLEY (305) 887-9541
7331 N.W. 74th Street Fax: (305) 884-4827
Medley, FL 33166

MIAMI (305) 250-5360
3500 Pan American Drive Fax: (305) 250-5456
Miami, FL 33133

MIAMI BEACH (305) 673-7411
1700 Convention Center Drive Fax: (305) 673-7074
Miami Beach, FL 33139

MIAMI GARDENS (305) 622-8000
1515 N.W. 167th Street, Bldg. 5 Fax: (305) 622-8001
Miami Gardens, FL 33169

MIAMI LAKES (305) 558-8244
6853 Main Street Fax: (305) 558-8511
Miami Lakes, FL 33014

MIAMI SHORES (305) 795-2207
10050 N.E. 2nd Avenue Fax: (305) 756-8972
Miami Shores, FL 33138

MIAMI SPRINGS (305) 805-5000
201 Westward Drive Fax: (305) 805-5040
Miami Springs, FL 33166

NORTH BAY VILLAGE (305) 756-7171
7903 East Drive Fax: (305) 756-7722
North Bay Village, FL 33141

NORTH MIAMI (305) 893-6511
776 N.E. 125th Street Fax: (305) 893-1367
North Miami, FL 33161

NORTH MIAMI BEACH (305) 947-7581
17011 N.E. 19th Avenue Fax: (305) 787-6036
N. Miami Beach, FL 33162

OPA-LOCKA (305) 688-4611
777 Sharazad Boulevard Fax: (305) 953-2834
Opa-Locka, FL 33054

PALMETTO BAY (305) 259-1234
8950 S.W. 152nd Street Fax: (305) 259-1290
Palmetto Bay, FL 33157

PINECREST (305) 234-2121
11551 S. Dixie Hwy Fax: (305) 234-2131
Pinecrest, FL 33156

SOUTH MIAMI (305) 663-6338
6130 Sunset Drive Fax: (305) 663-6345
South Miami, FL 33143

SUNNY ISLES BEACH (305) 947-0606
17070 Collins Avenue, Suite 250 Fax: (305) 949-3113
Sunny Isles Beach, FL 33160

SURFSIDE (305) 861-4863
9293 Harding Avenue Fax: (305) 861-1302
Surfside, FL 33154

SWEETWATER (305) 221-0411
500 S.W. 109th Avenue Fax: (305) 221-2541
Sweetwater, FL 33174

VIRGINIA GARDENS (305) 871-6104
6498 N.W. 38th Terrace Fax: (305) 871-1120
Virginia Gardens, FL 33166

WEST MIAMI (305) 266-1122
901 S.W. 62nd Avenue Fax: (305) 261-9914
West Miami, FL 33144

State of Florida Government

ELECTED OFFICIALS

Governor:

Jeb Bush (R) (305) 348-6870
Executive Office of the Governor . . . Fax: (305) 348-6873
The Capitol, Tallahassee, FL 32399-0001

Email jeb.bush@myflorida.com

Lieutenant Governor:

Toni Jennings (R) (850) 488-4441
The Capitol Fax: (850) 487-0801
Tallahassee, FL 32301

Email www.myflorida.com

Secretary of State:

Glenda E. Hood (R) (850) 488-3680
The Capitol, Tallahassee, FL 32301

Email www.dos.state.fl.us/

Attorney General:

Charlie Crist (R) (850) 487-1963
The Capitol, Tallahassee, FL 32399-1050

Email ag@oag.state.fl.us

Chief Financial Officer:

Tom Gallager (R) (850) 413-3100
FL Dept. of Financial Services
200 East Gaines St.
Tallahassee, FL 32399-0300

Commissioner of Agriculture:

Charlie Bronson (R) (850) 487-8000
407 S. Calhoun St.
Tallahassee, FL 32399-6555

Commissioner of Education:

John L. Winn (R) (850) 245-0505
The Capitol, Tallahassee, FL 32301

Email commissioner@fldoe.org

State Attorney For Miami-Dade County:

Katherine Fernandez-Rundle (D) (305) 547-0100
E. R. Graham Building
1350 N.W. 12th Avenue, Miami, FL 33136

Public Defender for Miami-Dade County:

Bennett H. Brummer (D) (305) 545-1900
1320 N.W. 14th Street, Miami, FL 33125

STATE SENATORS

District 33

Frederica S. Wilson (D) (305) 654-7150
18425 NW 2nd Avenue Fax: (305) 654-7153
Suite 310
Miami, FL 33169

Wilson.Frederica.web@flsenate.gov

District 34

Nan Rich (D) (954) 747-7933
777 Sawgrass Corporate Parkway . . Fax: (954) 747-7935
Sunrise, FL 33325-6256

Email Rich.Nan.web@flsenate.gov

District 35

Gwen Margolis (D) (305) 993-3632
1005 Kane Concourse Fax: (305) 993-3635

Suite 205

Bay Harbor Island, FL 33154

Email Margolis.gwen.web@flsenate.gov

District 36

Alex Diaz de la Portilla (R) (305) 643-7200
1555 SW 8th Street Fax: (305) 643-7202

Miami, FL 33135-5218

Email Portilla.alex.web@flsenate.gov

District 38

J. Alex Villalobos (R) (305) 222-4160
2350 Coral Way Fax: (305) 222-4162

Suite 202-A

Miami, FL 33145-3500

Email Villalobos.alex.web@flsenate.gov

District 39

Larcenia J. Bullard (D) (305) 668-7344
8603 S Dixie Highway Fax: (305) 668-7346

Suite 304

Miami, FL 33143

Email Bullard.larcenia.web@flsenate.gov

District 40

Rodolfo "Rudy" Garcia, Jr. (R) (305) 364-3191
7475 West 4th Avenue Fax: (888) 284-8594

Suite B

Hialeah, FL 33014-4327

Email Garcia.rudy.web@flsenate.gov

STATE HOUSE

District 102

Rafael "Ralph" Arza (R) (305) 827-2720
14645 NW 77th Avenue Fax: (305) 827-2725

Suite 104

Hialeah, FL 33014

Email Ralph.Arza@myfloridahouse.gov

District 103

Wilbert "Tee" Holloway (D) (305) 650-2300
610 N.W. 183rd Street Fax: (305) 650-2302

Miami Gardens, FL 33169

Email Tee.Holloway@myfloridahouse.gov

District 104

Yolly Roberson (D) (305) 919-1867
645 NE 127th Street Fax: (305) 919-1869

North Miami, FL 33155-4824

Email Yolly.Roberson@myfloridahouse.gov

District 106

Dan Gelber (D) (305) 531-7831

1920 Meridan Avenue Fax: (305) 535-5487
3rd Floor

Miami Beach, FL 33139-1818

Email Dan.Gelber@myfloridahouse.gov
District 107

Gustavo A. Barreiro (R) (305) 643-7324

1454 SW 1st Street Fax: (305) 643-7326
Suite 100

Miami, FL 33135-2203

Email Gustavo.Barreiro@myfloridahouse.gov
District 108

Phillip J. Brutus (D) (305) 956-2538

1125 NE 125th Street Fax: (305) 956-2540
Suite 103

North Miami, FL 33161-5014

Email Phillip.Brutus@myfloridahouse.gov
District 109

Dorothy Bendross-Mindingall (D) .. (305) 694-2958

6600 NW 27th Avenue Fax: (305) 694-2960
Suite 112

Miami, FL 33147-7200

Email Dorothy.Mindingall@myfloridahouse.gov
District 110

Rene Garcia (R) (305) 827-2767

3766 West 12th Avenue Fax: (305) 827-2769
Hialeah, FL 33012-4126

Email Rene.Garcia@myfloridahouse.gov
District 111

Marco Rubio (305) 442-6939

6427 SW 8th Street Fax: (305) 442-6941
Miami, FL 33144-4813

Email Marco.Rubio@myfloridahouse.gov
District 112

David Rivera (R) (305) 227-7630

2450 SW 137th Avenue Fax: (305) 227-7632
Suite 205

Miami, FL 33175-6312

Email David.Rivera@myfloridahouse.gov
District 113

Carlos Lopez-Cantera (R).....(305) 442-6877

2300 Coral Way Fax: (305) 442-6879
Suite 111

Miami, FL 33145

Email .. Carlos.Lopez-Cantera@myfloridahouse.gov
District 114

Anitere Flores (R) (305) 227-7626

1321 SW 107th Avenue Fax: (305) 227-7629
Suite 205C

Miami, FL 33174-2523

Email Anitere.Flores@myfloridahouse.gov
District 115

Juan-Carlos "J.C." Planas (R) (305) 448-6800

8532 SW 8th Street Fax: (305) 448-6802
Suite 280

Miami, FL 33144-4054

Email J.C.Planas@myfloridahouse.gov
District 116

Marcelo Llorente (R) (305) 273-3200

13701 SW 88th Street Fax: (305) 273-3202
Suite 201

Miami, FL 33186

Email Marcelo.Llorente@myfloridahouse.gov
District 117

Julio Robaina (R)..... (305) 442-6868

6741 SW 24th Street Fax: (305) 442-6870
Suite 19

Miami, FL 33155-1766

Email Julio.Robaina@myfloridahouse.gov
District 118

Edward B. "Ed" Bullard (D)..... (305) 234-2208

16201 SW 95th Avenue Fax: (305) 234-2210
Suite 214

Miami, FL 33157-3459

Email Edward.Bullard@myfloridahouse.gov
District 119

Juan C. Zapata (R) (305) 273-3288

13550 SW 88th Street Fax: (305) 273-3290
Suite 150

Miami, FL 33186

Email Juan.Zapata.@myfloridahouse.gov
District 120

Ken Sorenson (R) (305) 853-1947

90311 Overseas Highway Fax: (305) 853-1949
Suite A

Tavernier, FL 33070-0699

Email Ken.Sorenson@myfloridahouse.gov

AUTOMOBILE INFORMATION

Driver's Licenses:

When you're ready to hit the road in Miami-Dade, make sure you've got your Florida driver's license. If you are a driver, a Florida driver's license is required when you become a resident of the state, are employed in the state, claim Homestead Exemption, or register a child in a public school in the state. To receive a driver's license, you must have a Social Security number and be at least 16 years of age. For a restricted learner's permit, you must be 15 years old. New residents are required to pass only a visual examination if they have a valid driver's license

State of Florida Government

from another state. A new license costs \$20 and is valid for six years. License renewal is \$15 and a replacement license costs \$10. Driver's license testing locations and information may be obtained by calling (305) 229-6333. An appointment for testing is recommended.

Full Service Offices:

Tuesday - Friday 7:30 a.m. - 6:00 p.m.

Coral Reef14653 S.W. 122nd Avenue

Florida City1448 North Krome Avenue

Kendall13780 S.W. 56th Street

Miami Bunche Park16000 N.W. 27 Avenue

Miami Gardens180 N.W. 183 Street, Suite 105

Miami Central901 N.W. 39th Avenue*

Opa-Locka12601 N.W. 42nd Avenue*

Monday-Friday - 7:30 a.m.-6p.m.

Hialeah1923 W. 60 Street

University1315 S.W. 107th Avenue

Renewal Service Offices:

Monday - Thursday - 7:30 a.m. - 6:00 p.m.

Sunny Isles Beach17086 Collins Avenue

Tuesday-Friday - 7:30 a.m.-6p.m.

Coral Gables4520 Ponce de Leon Blvd

Miami Northside ...7900 N.W. 27th Avenue, Suite 150

Monday-Friday - 8 a.m.-4 p.m. (Appt. Only)

North Miami Justice Center ...15555 Biscayne Blvd.

*** Appointment only on Saturday, 8 a.m. - 12 p.m.**

Florida Department of Children & Families

District 11

Miami-Dade & Monroe Counties

Economic Self-Sufficiency Services

Dade County Public Assistance Boundaries by Zip Code

Hialeah South (305) 637-3134

5700 NW 37th Avenue

Zip Codes: 33010, 33013, 33166 and 33178

Hialeah North (305) 364-3145

7925 W 2nd Court

Zip Codes: 33012, 33014, 33015, 33016, 33018 and 33055

Florida City (305) 246-7688

755 W Palm Drive

Zip Codes: 33030, 33033, 33034, 33035 and 33039

Quail Roost.....(305) 278-0900

12314 Quail Roost Drive

Zip Codes: 33031, 33170, 33177, 33186, 33187 and 33196

Opa-Locka(305) 769-6220

200 Opa-Locka Blvd., South Bldg.

Zip Codes: 33054, 33055 and 33056

Little Havana Satellite (305) 326-4325

990 SW 1st Street

Zip Codes: 33109, 33130, 33131

Central (305) 637-2400

1490 NW 27th Avenue

Zip Codes: 33122, 33125 and 33126

North Central(305) 795-2105

7900 NE 2nd Avenue

Zip Codes: 33127, 33138, 33140, 33141, 33150 and 33168

Frankie Shannon Rolle(305) 442-6841

3750 South Dixie Highway

Zip Codes: 33129, 33133, 33145, 33146 and 33149

Biscayne Satellite (305) 571-4374

225 NE 34th Street

Zip Code: 33128, 33132, 33136 and 33137

Miami Beach (305) 535-5450

945 Pennsylvania Blvd.

Zip Codes: 33139

Caleb(305) 636-2460

5400 NW 22nd Avenue

Zip Codes: 33142

University (305) 227-5200

1605 SW 107th Avenue, #202A

Zip Codes: 33126, 33172, 33174, 33182, 33183, 33184, 33192 & 33194

Mid Central (305) 643-7385

701 SW 27th Avenue, Suite G-20

Zip Codes: 33134 and 33135

South Miami. (305) 663-2084

6600 SW 57th Avenue

Zip Codes: 33143, 33144 and 33155

Juanita Mann (305) 693-2390

7900 NW 27th Avenue

Zip Codes: 33147 and 33167

Northeast (305) 654-7080

18301 N. Miami Avenue

Zip Codes: 33154, 33160, 33161, 33162, 33169, 33179, 33180 and 33181

Perrine (305) 378-5800

11241 SW 184th Street

Zip Codes: 33032, 33156, 33157, 33158, 33176, 33189 and 33190

West Dade..... (305) 227-5000

9766 SW 24th Street, Suite 35

Zip Codes: 33165, 33173, 33175, 33185 and 33193

Federal Government

ELECTED OFFICIALS

PRESIDENT OF THE UNITED STATES

George W. Bush (R)

The White House, Washington, D.C. 20500

White House Operator: 1-202-456-1414

VICE PRESIDENT OF THE UNITED STATES

Dick Cheney (R)

UNITED STATES SENATE:

Bill Nelson (D) (202) 224-5274

United States Senate **Fax:** (202) 228-2183

Washington, D.C. 20510

Local Address:

2925 Salzedo Street

Miami, FL 33134

(305) 536-5999

Mel Martinez (R) (202) 228-5111

United States Senate **Fax:** (202) 228-5171

Russell State Senate Office Building - Courtyard 2

Washington, DC 20510-0906

Orlando Office (407) 254-2573

315 East Robinson Street **Fax:** (407) 423-0941

Landmark Center 1, Suite 475

Orlando, FL 32801

UNITED STATES HOUSE OF REPRESENTATIVES

District 17

Kendrick Meek (D) (305) 690-5905

111 N.W. 183rd St. Suite 315 **Fax:** (305) 690-5951

Miami, FL 33169

Website www.house.gov/kenmeek/

Washington Address:

1039 Longworth House Office Building, Washington D.C. 20515

(202) 225-4506

District 18

Ileana Ros-Lehtinen (R) (305) 275-1800

9210 Sunset Drive, Suite 100 **Fax:** (305) 275-1801

Miami, FL 33173

Washington Address:

2160 Rayburn House Office Bldg., Washington, D.C. 20515

(202) 225-3931

Website www.house.gov/Ros-lehtinen/

District 20

Debbie Wasserman Schultz (D) (954) 437-3936

10100 Pines Blvd. **Fax:** (954) 437-4776

Pembroke Pines, FL 33026

Website www.house.gov/schultz/

District 21

Lincoln Diaz-Balart (R) (305) 470-8555

8525 N.W. 53 Terrace, Suite 102 ... **Fax:** (305) 470-8575

Miami, FL 33166

Washington Address:

2244 Rayburn House Office Bldg., Washington, D.C. 20515

(202) 225-4211

Website www.house.gov/diaz-balart/

District 25

Mario Diaz-Balart (R) (305) 225-6866

12851 S.W. 42nd Street **Fax:** (305) 225-7432

Suite 131

Miami, FL 33175

Washington Address:

313 Cannon House Office Bldg., Washington, D.C. 20515

(202) 225-2778

Website www.house.gov/mariodiaz-balart/

Telephone Directories

MIAMI-DADE COUNTY GOVERNMENT

County Service Requests,
Concerns & Information (305) 468-5900
Advocates for Victims Battered
Women & Victims of
Violent Crimes (305) 758-2819
Agenda Coordinator (305) 375-2035
Airport (Miami International) (305) 876-7000
TDD (305) 876-0594
Alcohol & Drug Abuse Program .. (305) 638-6540
Ambulance Concerns (305) 375-2460
Americans with Disabilities Act
Coordination (ADA) (305) 375-3566
TDD (305) 375-4805
Animal Services Unit (MDPD) (305) 884-1101
Animal Licenses (305) 885-0486
Art in Public Places (305) 375-5362
Asian American Advisory Board (305) 375-1570
Auto Tag Agency (305) 375-5678
Mailroom (305) 375-5328
Baby Stroller Parking Permits ... (305) 468-5900
Battered Women (305) 758-2804
Bicycle/Pedestrian Program (305) 375-1647
Black Affairs (305) 375-4606
Building Code Compliance (305) 375-2901
Building Permits (786) 315-2000
Bus Route (Metrobus, Metrorail) ... (305) 770-3131
Cable TV Complaints (305) 375-3677
Caleb Center (Main Office) (305) 636-2250
Caleb Center (Security Info Booth) .. (305) 636-2201
Central Depository (305) 275-1122
TDD (305) 275-1144
Child Care Information (305) 633-6481
Child Care Referral (305) 373-3521
Citizen Assistance
(Team Metro Answer Center) .. (305) 468-5900
TDD (305) 468-5402
Citizen's Crime Watch (305) 470-1670
Clerk of Courts (305) 275-1155
Clerk of the Board (305) 375-5126
Code Compliance
(Team Metro Answer Center) (305) 468-5900
Commission on Ethics and
Public Trust Hotline (305) 579-2593
Commission for Women (305) 375-4967
Communications (Media Relations) (305) 375-2836
Community Action Agency (305) 347-4600
Community and
Economic Development (305) 375-3422

Community Relations Office (305) 375-5730
Consumer Mediation Division (305) 375-3677
Consumer Protection Division (305) 375-4222
Consumer Services Department .. (305) 375-1250
Convention & Tourist
Development Tax (305) 375-5551
Cooperative Extension
Agriculture (305) 248-3311
4-H (305) 592-8044
Home Economics Information ... (305) 888-5010
North Dade Toll Free (305) 361-4017
Corrections and Rehabilitation
Department (786) 263-6000
County Attorney (305) 375-5151
County Commission (305) 375-5124
County Commission Agenda
Coordinator (305) 375-2035
County Manager (305) 375-5311
Credit Union (305) 471-5080
Crime Stoppers (305) 471-3477
Crisis Nursery (DHS Children Shelter)
North (305) 620-0894
Cultural Affairs Council (305) 375-4634
Disability Services & Independent Living,
Office of (305) 547-5445
TDD (305) 324-5781
Divorce Records (305) 275-1155
Divorce (Do it Yourself) (305) 275-1155
Domestic Intervention
(Family & Victim Services) ... (305) 571-7750
Domestic Violence (Injunction
for Protection) (305) 349-5888
Elderly Services (305) 576-1667
Elections Department
(Voter's Information) (305) 499-8683
EMERGENCY (Police/Fire/Rescue) 911
Emergency Housing
North (305) 638-6001
South (305) 245-5011
Emergency Management
(Civil Defense) (305) 468-5400
TDD (305) 468-5402
Employee Assistance Program ... (305) 375-3293
Employee Relations
Support Services (305) 375-5725
Employee Suggestion Program ... (305) 375-1364
Empowerment Trust (305) 372-7620
Environmental Hotline (305) 372-6955
Environmental Management (DERM) . (305) 372-6789

Equal Opportunity Board(305) 514-6000
 Ethics and Public Trust(305) 579-2594
 Fair Employment Practices(305) 375-2784
 Family Counseling (Department of
 Human Services)(305) 633-6481
 Film and Entertainment(305) 375-3288
 Fire Department Emergency 911
 Non-Emergency(786) 331-5000
 Garbage Collection (Solid Waste) .(305) 594-1500
 TDD(305) 593-5982
 General Services Administration ..(305) 375-4400
 Graffiti Removal Coordinator(305) 375-3461
 Guardian Ad Litem(305) 638-6861
 Disabled Assistance (D-SAIL)(305) 547-5444
 TDD(305) 545-3574
 Disabled Parking Permits(305) 375-5678
 Head Start Program(305) 347-4622
 Hispanic Affairs(305) 375-2104
 Historic Preservation Division ... (305) 375-3506
 Historical Museum of
 Southern Florida(305) 375-1492
 Homeless Trust(305) 375-1490
 Homestead Exemption
 (Property Appraisal)(305) 375-4125
 Hospital (Jackson Memorial)(305) 585-1111
 TDD(305) 585-7794
 HUD Housing Applications(305) 638-6464
 TDD(305) 638-6014
 Housing Code Enforcement(305) 638-6800
 Human Services(305) 514-6000
 Hurricane Hotline and
 Rumor Control(305) 468-5900
 Independent Review Panel(305) 375-4880
 Indigent Burial(305) 375-2422
 Information Technology Department ..(305) 596-8293
 Inspector General(305) 350-0653
 Jail Information (Corrections) ... (305) 545-4004
 Jury Pool
 Courthouse - Civil(305) 349-7200
 Justice Building - Criminal(305) 547-4862
 TDD(305) 375-2975
 Law Library(305) 349-7548
 Legislative Delegation(305) 375-4088
 Main Library(305) 375-BOOK (2665)
 TDD(305) 375-2878
REGIONAL LIBRARIES:
 North Dade Regional(305) 625-6424
 South Dade Regional(305) 233-8140
 TDD(305) 233-8146
 West Dade Regional(305) 553-1134
 TDD(305) 553-1142
 West Kendall Regional(305) 385-7135
 TDD(305) 388-6782

BRANCH LIBRARIES:

Allapattah Branch(305) 638-6086
 Civic Center Porta-Kiosk(305) 324-0291
 Coconut Grove Branch(305) 442-8695
 Concord Branch(305) 207-1344
 Coral Gables Branch(305) 442-8706
 TDD(305) 443-3190
 Coral Reef Branch(305) 233-8324
 TDD(305) 233-9435
 Country Walk Branch(786) 293-4577
 Culmer/Overtown Branch ... (305) 579-5322
 TDD(305) 579-3522
 Doral Branch(305) 716-9598
 Edison Center Branch(305) 757-0668
 Fairlawn Branch(305) 261-1571
 TDD(305) 267-5951
 Grapeland Heights Branch ... (305) 638-5255
 Hialeah Gardens Branch(305) 820-8520
 Hispanic Branch(305) 541-9444
 Homestead Branch(305) 246-0168
 TDD(305) 246-0169
 Kendall Branch(305) 279-0520
 Key Biscayne Branch(305) 361-6134
 Lakes of the Meadow Branch ..(305) 222-2149
 Lemon City Branch(305) 757-0662
 TDD(305) 757-1308
 Little River Branch(305) 751-8689
 Miami Beach Branch(305) 535-4219
 TDD(305) 535-4221
 Miami Lakes Branch(305) 822-6520
 Miami Springs Branch(305) 884-2575
 TDD(305) 882-5766
 Model City Branch(305) 636-2233
 TDD(305) 636-2235
 Naranja(305) 242-7935
 North Central Branch(305) 693-4541
 North Shore Branch(305) 864-5392
 TDD(305) 868-4631
 Northeast Branch(305) 931-5512
 TDD(305) 931-5515
 Palm Springs North Branch ..(305) 820-8564
 Shenandoah Branch(305) 854-5286
 TDD(305) 854-4536
 South Miami Branch(305) 667-6121
 South Shore Branch(305) 535-4223
 Tamiami(305) 223-4758
 West Flagler Branch(305) 442-8710
EARLY CHILDHOOD LIBRARIES
 Doral Branch(305) 716-9598
 Country Walk Branch(786) 293-4577
 Marriage License Bureau(305) 275-1155
 Mayor(305) 375-5071
 Medical Examiner(305) 545-2400

Telephone Directories

Mental Health Care Emergency Services (Jackson Memorial)
 Crisis Emergency (305) 355-7332
Metro-Miami Action Plan (305) 579-3618
Metropass (Metrobus, Metrorail) .. (305) 770-3131
Metrobus & Metrorail Schedule
 (Route Information) (305) 770-3131
Miami Art Museum (305) 375-3000
Miami-Dade County
 Expressway Authority (305) 637-3277
 Mosquito Control (305) 592-1186
 Museum of Science (305) 646-4200
 Neighborhood Assistance Bureau .. (305) 514-6000
 Occupational Licenses (305) 270-4949
Office of Rehabilitative Services
 Homeless Program (305) 514-6000
Office of Youth and Family
 Development (305) 273-4180
Passenger Transportation
 Regulatory Division (305) 375-2460
Park and Recreation
 Information (305) 755-7800
Lifeguard Emergency
 Crandon Park Beach ... (305) 361-7373 or 7385
 Haulover Park Beach (305) 944-3040
Parking Violations (305) 275-1133
 TDD (305) 275-1144
Personnel (305) 375-5725
 Job Hot Line (305) 375-1871
 TDD (305) 375-5645
Planning and Zoning (305) 375-2800
Police Department EMERGENCY ONLY 911
 Non-emergency (305) 476-5423
Pollution Control and Sanitary
 Nuisance (305) 372-6789
Port of Miami (Seaport) (305) 371-7678
Primary Health Care (Liberty City) (305) 835-2200
Property Appraisal (305) 375-4099
Public Works (305) 375-2694
RAPE Treatment Center Hotline .. (305) 585-7273
Recording Section (County Clerk) . (305) 275-1155
Recorded Documents
 (Deeds, Mortgages, etc.) (305) 275-1155
Retired Senior Volunteer Program (305) 576-1667
Risk Management
 (Employee Group Insurance) .. (305) 375-4288
Safe Neighborhood Park Program ... (305) 971-5055
Section-8 Housing
 (Housing Applications) (305) 638-6464
Senior Citizen Exemption (305) 375-4047
Sister Cities Program (305) 375-5280
Small Claims Court (305) 375-5848

Solid Waste Management
 (Garbage, Trash) (305) 514-6666
South Dade Government Center .. (305) 232-3831
Street Light Out Hotline (305) 548-3688
Street Light Repairs
 (Arterial Roads) (305) 592-3580
Street Light Repairs (Residential) ... (305) 375-2996
Street Name Signs (305) 592-3580
Tax Assessor (Property Appraisal) . (305) 375-4099
Tax Collector - Real Estate or
 Personal Property (305) 270-4916
Taxi Concerns (305) 375-2460
Team Metro (305) 375-4845
The South Florida Workforce (305) 594-7615
Tourism (305) 539-3000
Traffic Citations (305) 275-1111
 TDD (305) 275-1144
Traffic Court (305) 275-1111
Traffic Signals Malfunction (305) 592-8925
Traffic Signals
 Missing/Damaged (305) 592-3580
Trash Collection (Solid Waste) ... (305) 594-1500
Valve Adjustment Board (305) 375-5641
Vendor Info Center (305) 375-5773
Veteran's Services (305) 795-1511
Victim's Assistance
 North (305) 758-2819
 South (305) 247-4249
Vizcaya Museum and Gardens ... (305) 250-9133
Voter's Information (Elections) .. (305) 499-8683
Water and Sewer Authority, Miami-Dade
 Customer Service (305) 665-7488
 New Applications (305) 665-7477
 Emergency (24 hours) (305) 274-9272
Youth Fair (305) 223-7060
Zoo (Metrozoo) (305) 251-0403

STATE OF FLORIDA GOVERNMENT

State of Florida Information (305) 377-5000
Abuse, Adult and
 Child Registry (800) 96-ABUSE
Adoption (Florida Dept. of
 Children & Families) (305) 325-3435
Advocacy Center for Persons
 with Disabilities (800) 342-0823
Aging & Adult Services
 (Department of Children &
 Families) (305) 663-2080
Agriculture (Consumer Services) .. (305) 470-6900
Alcoholic Beverages & Tobacco
 Division (305) 470-6783

Attorney General
Criminal Appeals &
 Legal Affairs (305) 377-5441
 Dept. of M.V.B. of Reg. Ent. (305) 222-4164
 Auto Dealer (305) 222-4164
 Auto Tag (850) 488-3881
 Bank & Financing (305) 810-1111
 Bail Bondsmen Concerns (305) 377-5235
 Better Business Bureau (800) 834-1267
 Birth and Death Certificates (305) 324-2489
 Blind Services, Division of (305) 377-5339
 Board of Pardon and Parole (850) 488-2952
 Canker Eradication Program (305) 598-6988
 Child Care Licensing (305) 377-5509
 Child Support Enforcement (305) 530-2600
 Children & Families, Department of .. (305) 377-5055
 Client Relations (Department of
 Children & Families) (305) 377-5068
 Community Access Program (866) 227-5070
 Condominium Information &
 Concerns (800) 226-9101
 Corrections (State Prisons &
 Information) (850) 488-7480
 Driver's Examinations Stations ... (305) 229-6333
 Economic Self-Sufficient
 Services (Food Stamps) (305) 377-7154
 Education (Private School
 Information & Concerns) (850) 488-9504
 Employment & Training
 Administration (877) 872-5627
 Excavation (800) 432-4770
 Expressway Authority (305) 637-3277
 Fictitious Name Registration (850) 488-9000
 Fire Arms License (Concealed
 Weapons Permit) (305) 377-5950
 Florida Fish Wildlife
 Conservation Commission (305) 956-2500
 Florida Reception Center (305) 592-9567
 Foster Care (Department of Children
 & Families) (305) 377-5369
 Funerals & Cemetery
 Services Division of (800) 323-2627
 Health Care Administration (305) 499-2165
 Health Department (305) 324-2400
 Health Department (Environmental) . (305) 623-3500
 Highway Patrol (305) 470-2510
 Housing Finance Corp. (850) 488-4197
 Human Relations Commission ... (800) 342-8170
 Insurance Complaint (305) 377-5235
 Intangible Tax Information (305) 470-5001
 Kid Care (888) 540-5437
 Land Sale & Condo (800) 226-9101
 Lemon Law (800) 321-5366

Licensing Division (305) 377-5950
 Lottery, Department of (305) 470-5080
 Marine Patrol (305) 956-2500
 Medicaid Information (305) 499-2100
 Mobile Homes, Bureau of Rental Laws:
 Sanitary Conditions (305) 623-3500
 Nursing Home Concerns Hotline (888) 331-0404
 (Ombudsman Council North) (786) 336-1418
 (Ombudsman Council South) ... (305) 671-7245
 Park Services (850) 488-9872
 Pest Control Complaints (954) 467-4631
 Pest Control Licensing (850) 921-4177
 Poison Information Center (800) 222-1222
 Probation (305) 476-4800
 Professional/Occupations Concerns (Dentist,
 Beautician, Realtor, etc.) (305) 470-5617
 Public Defendant (305) 545-1600
 Radiation Control (305) 377-7110
 Road/Expressway Maintenance . (305) 470-5354
 Sales Tax Information
 (Dept. of Revenue) 470-5001/(800) 352-3671
 Share-a-Ride (State DOT) (800) 234-RIDE
 Secretary of State
 Corporate Information (850) 488-9000
 Security Guard Licensing (305) 377-5950
 South Florida Water Management
 District (305) 592-5680
 State Attorney's Office (305) 547-0100
 Sunpass (888) 865-5352
 Trademarks (850) 245-6051
 Transportation Disadvantage
 Helpline (800) 983-2435
 Tri-Rail (800) 874-7245
 Utility Concerns
 (Public Service Commission) .. (800) 342-3552
 Vocational Rehabilitation Program . (305) 643-7600
 Workmen's Compensation (305) 377-5413
 Youth Hall (305) 637-4500

UNITED STATES GOVERNMENT

Federal Information Center (888) 878-3256
 Agriculture (Inspector General) ... (800) 424-9121
 Alcohol, Tobacco and Firearms
 (Import-Export) (305) 597-4800
 Animal Quarantine (Veterinary
 Services) (305) 526-2926
 Auto Safety Hotline (800) 424-9393
 Bankruptcy Court (305) 714-1800
 Commerce Department (305) 526-7425
 Consumer Product Safety
 Commission (800) 638-2772
 District Court (Civil, Criminal, Jury) .. (305) 523-5100

Telephone Directories

Drug Enforcement Administration . (305) 994-4870
Equal Employment Opportunity Commission (305) 536-4491
Federal Bureau of Investigation ... (305) 944-9101
Federal Communications Commission (888) 225-5322
Federal Emergency Management Agency (Disaster Registration) (800) 462-9029
Federal Emergency Management Agency (Agency Fraud Hotline) (800) 323-8603
Federal Housing Administration ... (305) 536-5678
Federal Trade Commission (877) 382-4357
Fish and Wildlife Service (305) 526-2694
Food and Drug Administration ... (305) 526-2919
Housing and Urban Development ... (800) 347-3735
Immigration and Naturalization Service (800) 375-5283
Immigration for Employers Hotline .. (800) 255-8155
TDD (800) 362-2735
Inspector Central Hotline (800) 647-8733
Internal Revenue Service (Income Tax) (800) 829-1040
Labor Department (305) 596-9874
Medicare (800) 633-4227
National Hurricane Center (305) 229-4470
Occupational Safety and Health Administration (954) 424-0242
Passport (Recording Information) (305) 539-3600
Postal Agency (Customer Relations) .. (800) 275-8777
Postal Inspector Hotline (800) 654-8896
Small Business Administration (also SCORE) (305) 536-5521
Social Security Administration (800) 772-1213
Student Financial Aid (800) 433-3243
Trademarks (703) 308-4357
Veterans Administration (Benefits & Assistance) .. 1-800-488-8244 / (800) 827-1000
Water Safety Hotline (800) 426-4791
Weather: Local Conditions (Recording) (305) 229-4522

PRIVATE ORGANIZATIONS

Call Hands on Miami or Volunteering Referral Services for volunteering information. Call Switchboard of Miami for information about organizations.

Advocacy Center for Persons with Disabilities (800) 342-0823
TDD (800) 346-4127
AIDS Hotline (800) 342-AIDS
Alliance for Aging (305) 670-6500
Alzheimer's Association (305) 891-6228

Alzheimer's Disease Education and Referral (800) 438-4380
 or (888) 687-2277

American Association of Retired Persons (800) 441-2277
 or (800) 424-3410

American Cancer Society (305) 594-4363

American Civil Liberties Union (305) 576-2336

American Heart Association (305) 856-1449

American Institute of Architects (305) 448-7488

American Red Cross Headquarters .. (305) 644-1200

Anti-Defamation League of

B'Nai Brith (305) 373-6306

Arts and Culture Hotline (305) 557-5600

Association of Retarded Citizens ... (305) 759-8500

Beacon Council (305) 579-1300

Black Archives (305) 636-2390

Big Brothers/Big Sisters

of Greater Miami (305) 644-0066

Builders Association of

South Florida (305) 556-6300

Camillus House (305) 374-1065

Catholic Community Service (305) 754-2444

Centro Campesino

Farmworker Center 1-(305) 245-7738

Chamber of Commerce

Greater Miami (305) 350-7700

Latin (CAMACOL) (305) 642-3870

Miami-Dade (305) 751-8648

North Dade Regional (305) 690-9123

Citizens Crime Watch (305) 470-1670

Commission for Transportation

Disadvantages (800) 983-2435

Consumer Credit Counseling Services . (800) 355-2227

Convention and

Visitor's Bureau (305) 539-3000

Covenant House Neline

(Runaways) (800) 999-9999

Cuban American National Council .. (305) 642-3484

Crime Stoppers (305) 471-8477

Dade County Youth Fair

& Exposition (305) 223-7060

Deaf Services Bureau (305) 560-2866

Dental Society, East Coast District

(Referral) (305) 667-3647

Depression Awareness, Mental Health Institute

Recognition and Treatment ... (800) 421-4211

Elderly Helpline (305) 670-4357

Family

Central, Inc. ... (305) 908-7300 / (305) 908-5800



Family Counseling

Services (305) 271-9800
Elderly Helpline (800) 963-5337

Fathers for

Equal Rights (305) 823-9984 or (305) 756-4605

Florida Bar Referrals

Lawyer Referrals (800) 342-8011
Concerns (305) 371-2220

Volunteer Lawyers

Put Something Back (305) 579-5733

Florida Relay Services

TDD (800) 955-8771

Goodwill Industries

..... (305) 325-9114

Habitat for Humanity of Greater

Miami, Inc. (305) 670-2224

Hands on Miami/

United Way of Dade County ... (305) 860-3000

Health Council of South Florida, Inc.

(305) 592-1452

Housing Opportunity Project (HOPE)

.. (305) 651-4673

Hospice Care of South Florida

.... (305) 576-9333

Hunger Hotline

..... (800) 329-3663

TDD (800) 329-3663

Humane Society of

Greater Miami, Inc. (305) 696-0801

Informed Families of Dade County

... (305) 856-4886

James E. Scott Community

Association, Inc. (JESCA) (305) 637-1000

Jewish Family Service of

Greater Miami, Inc. (305) 445-0555

Jewish Federation Information

and Referral (305) 576-4000

Jewish Vocational Service

..... (305) 899-1587

TDD (305) 899-0953

League of Cities, Dade County

.... (305) 856-5050

League of Women Voters

..... (305) 666-0186

Legal Aid Society, Dade County

... (305) 579-5733

Legal Services of Greater Miami, Inc.

.. (305) 576-0080

Liga Contra El Cancer

..... (305) 858-8050

Little Havana Activities &

Nutrition Center (305) 858-2610

Lutheran Ministries of Florida

.... (305) 567-2511

MADD (Mother Against Drunk Drivers)

.. (305) 383-5500

Medical Association, Dade County

.. (305) 324-8717

Mental Health Association

..... (305) 854-5827

Miami-Dade Empowerment Trust

.. (305) 372-7620

Miami Lighthouse for the Blind

... (305) 856-2288

Miami Mental Health (Behavioral Health Center)

Community Centers (305) 774-3300

Crisis Line (Psychiatric Emergency) . (305) 774-3300

Missing Children (800) 843-5678

NAACP (National Association

for the Adv. of

Colored People) (305) 685-8694

National Institute of Mental Health

.. (800) FLA-LOVE

Neighbors 4 Neighbors

..... (305) 597-4404

Nicaragua Fraternity

..... (305) 228-1208

Panic Disorder Information Line

... (800) 64-PANIC

Parent Hotline

..... (800) 352-5683

Rescue Mission, Miami

(305) 571-2273/573-4390

Runaways (Miami Bridge)

..... (305) 635-8953

Shake-A-Leg Miami (Program for

the physically challenged) (305) 858-5550

Sierra Club

..... (305) 667-7311

South Florida Commuter Service

... (800) 234-7433

Spanish American League Against

Discrimination (SALAD) (305) 326-8585

Switchboard of Miami

(Crisis Help Line) (305) 358-HELP

TDD (305) 358-2477

Tri-Rail

..... (800) 874-7245

United Home Care

..... (305) 477-0440

United Way

..... (305) 860-3000

Urban League of Greater Miami

... (305) 696-4450

Volunteers (Hands on Miami/

United Way) (305) 646-7200

We Will Rebuild (305) 441-5001

Working Solutions

(displaced homemakers) (305) 237-7537

YMCA (305) 357-4000

YWCA (305) 377-9922

Know the Language—Government Terms & Abbreviations:

Sometimes it seems that Miami-Dade County employees and officials speak a language of their own. Here's a list of terms that you may encounter when dealing with the County. It's just a few to get you started with some room to add your own.

1. **Government-in-the-Sunshine-Law** - commonly known as the "Sunshine Law," was created to guarantee all citizens in the state of Florida the right of public access and accountability. It applies to any gathering of two or more members of the board (i.e., Board of County Commissioners or a Community Council) to discuss some matter which may or will come before that board for action and includes discussions between a commissioner and an administrator or staff member who is acting as a liaison between board members. The law requires that: 1) meetings of public boards or commissions must be open to the public, 2) reasonable notice of such meetings must be given, and 3) minutes of the meetings must be taken.
2. **The Jennings Law** - applies to any zoning matters in which the Board of County Commissioners will or may have a vote. Because zoning hearings are like court proceedings and the Commissioner like a judge, it is illegal to have any private communications, either written or oral, about a zoning matter that may at some time come before the Board of County Commissioners.
3. **Ordinance** - A rule or regulation established by the Board of County Commissioners. After first reading by the Board, a description of an ordinance and the time and place of the public hearing must be published in a daily newspaper of general circulation at least one week prior to the public hearing. After the hearing, the Board may pass the ordinance with or without amendment. In the case of an emergency affecting life, health, property, or public safety, the Board may adopt an emergency ordinance by a two-thirds vote and must publish it within ten days in a daily newspaper of general circulation.
4. **Resolution** - An expression of policy by the Board of County Commissioners requiring only one reading prior to adoption (certain items are presented as public hearings).
5. **CDMP** - Comprehensive Development Master Plan – the required land-use plan for Miami-Dade County.
6. **BCC** - Board of County Commissioners.
7. **CDBG** - Community Development Block Grant.
8. **MIA** - Miami International Airport.
9. **CBO** - Community-Based Organization.
10. **UDB** - Urban Development Boundaries.
11. **SFBC** - South Florida Building Code.
12. **HUD** - Housing and Urban Development, federal and local.
13. **MPO** - Metropolitan Planning Organization.
14. **Florida Department of Children & Families (CDF)** - Formerly known as Health and Rehabilitative Services (HRS)

County Commission District Offices

District 1

Barbara J. Jordan (305) 770-3115
Washington Square Building Fax: (305) 770-3119
111 N.W. 183rd Street, Suite 425, N. Miami, FL 33169
District1@miamidade.gov

District 2

Dorrian D. Rolle (305) 694-2779
900 N.E. 125th Street, Suite 100 ... Fax: (305) 694-2781
N. Miami, FL 33161
District2@miamidade.gov

District 3

Dr. Barbara Carey-Shuler (305) 636-2331
Joseph Caleb Center Fax: (305) 638-6906
5400 N.W. 22nd Avenue, Suite 701, Miami, FL 33142
District3@miamidade.gov

District 4

Sally A. Heyman (305) 787-5999
1100 N.E. 163rd Street, Suite 303 ... Fax: (305) 787-5998
N. Miami, FL 33162
District4@miamidade.gov

District 5

Bruno A. Barreiro (305) 643-8525
1454 S.W. 1st Street, Ste. 130 Fax: (305) 643-8528
Miami, FL 33135
District5@miamidade.gov

District 6

Rebeca Sosa (305) 267-6377
6429 S.W. 8th Street Fax: (305) 267-6366
Miami, FL 33144
District 6@miamidade.gov

District 7

Carlos A. Gimenez (305) 375-5680
Fax: (305) 372-6103
(Call Main Office)
District7@miamidade.gov

District 8

Katy Sorenson (305) 378-6677
South Dade Government Center ... Fax: (305) 253-7495
10710 S.W. 211th Street, Suite 204
Miami, FL 33189
District8@miamidade.gov

District 9

Dennis C. Moss (305) 234-4938
South Dade Government Center ... Fax: (305) 232-2892
10710 S.W. 211th Street, Room 206
Miami, FL 33189
District 9@miamidade.gov

District 10

Sen. Javier D. Souto (305) 222-2116
9766 Coral Way, Suite 1 Fax: (305) 222-2120
Miami, FL 33165-7575
District10@miamidade.gov

District 11

Joe A. Martinez (305) 552-1155
1401 S.W. 107th Avenue Fax: (305) 552-0577
Suite 301-M
Miami, FL 33174
District11@miamidade.gov

District 12

Jose "Pepe" Diaz (305) 599-1200
8345 N.W. 12th Street Fax: (305) 470-1791
Miami, FL 33126
District12@miamidade.gov

District 13

Natacha Seijas (305) 375-4831
Fax: (305) 375-2011
(Call Main Office)
District 13@miamidade.gov

This information was current as of January 2005. For additional information on District Offices, call Miami-Dade Answer Center at (305) 468-5900.

Miami-Dade County provides equal access and equal opportunity in employment and services and does not discriminate on the basis of disability.

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NOTES

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Carlos Alvarez
Mayor



BOARD OF COUNTY COMMISSIONERS

Joe A. Martinez
Chairman

Dennis C. Moss
Vice-Chairman

Barbara J. Jordan
District 1

Dorrian D. Rolle
District 2

Dr. Barbara Carey-Shuler, Ed.D.
District 3

Sally A. Heyman
District 4

Bruno A. Barreiro
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Katy Sorenson
District 8

Dennis C. Moss
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Senator Javier D. Souto
District 10

Joe A. Martinez
District 11

Jose "Pepe" Diaz
District 12

Natacha Seijas
District 13

George M. Burgess
County Manager

Robert A. Ginsburg
County Attorney

Harvey Rubin
Clerk of Courts

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"It is the policy of Miami-Dade County to comply with all of the requirements of the Americans with Disabilities Act."

Delivering Excellence Every Day